ANNUAL REPORT
1981—82

Ministry of Human Resources

SERVICES FOR PEOPLE

Province of British Columbia

Office of the Minister of Human Resources,
Parliament Buildings, Victoria, British Columbia

The Honourable Henry Bell-Irving, D.S.O., O.B.E., E.D.,
Lieutenant-Governor of the Province of British Columbia

MAY IT PLEASE YOUR HONOUR:

The Annual Report of the Ministry of Human Resources for fiscal year 1981-82 is herewith respectfully submitted.

GRACE McCARTHY,
Minister of Human Resources

Ministry of Human Resources,
Victoria, British Columbia

The Honourable Grace McCarthy,
Minister of Human Resources,
Victoria, British Columbia

Madam:
I have the honour to submit the Annual Report of the Ministry of Human Resources for fiscal year 1981-82.

JOHN NOBLE,
Deputy Minister of Human Resources

HIGHLIGHTS OF 1981-82
Report of the Deputy Minister, John Noble

This year the Ministry of Human Resources concentrated on developing and implementing initiatives begun in previous years. 1981-82 was also a year in which the ministry continued to integrate its services more fully within its divisions and with other ministries.

Throughout the year, the Individual Opportunity Plan continued to benefit many employable income assistance clients. The Individual Opportunity Plan, introduced in the fall of 1980, assists employable clients towards independence by assessing their current skills and developing an individual plan involving participation in job-training and other support service programs. During 1981-82, support services such as Job Action and day-care services, were expanded to help clients reach this goal. Income assistance policy changes introduced October 1981, reflect the ministry's emphasis on employable clients working towards independence.

In August 1981, a new Rehabilitation and Support Services division was established to coordinate support services provided under the Individual Opportunity Plan as well as residential and support services for the mentally retarded, with the goal of assisting persons to become as independent as possible.

Another major initiative begun in previous years and continued through 1981-82, reflects a change in approach to care of the mentally retarded. The throne speech of November 1981 clearly states the government's commitment to a shift in emphasis from institutional care to community-based care. Ministry staff continue to work closely with other ministries, as well as the British Columbia Association of the Mentally Retarded, to address the needs of handicapped persons to enable them to participate more widely in their own communities.

In 1981-82, the ministry established three planning groups to review and make recommendations on the development and use of services for the handicapped. These planning groups will continue to identify existing service needs in 1982-83, and will establish a framework for the ongoing planning of comprehensive, community-based services.

Significant attention was focussed upon our aging population during 1981-82. A new division of Services to Seniors was established within the ministry in October 1981. The new division provides a more coordinated approach to programs and services for senior citizens, formerly provided under three different divisions.

The Ministry of Human Resources also took part in a federal-provincial review of private and public pension systems together with other ministries, under the direction of the Ministry of Provincial Secretary and Government Services. Our ministry, together with other ministries, will be working closely with the government of Canada and other provincial governments towards pension reform to meet the needs of our senior citizens.

A significant achievement for the ministry this year was the proclamation of the Family and Child Service Act in June 1981. The new act reflects the direction the ministry has taken in its work with families and children in recent years in providing greater support to the family and thus decreasing the number of children coming into care.

Managers continued to be fully involved in the development of budget and control of expenditures in 1981-82. Through this involvement the ministry is able to clearly set priorities and establish procedures to ensure that funds are used in the most effective way.

In these changing times, as the ministry continues to move towards integration of services in all areas, the demands on staff increase. Now, more than ever before, our staff are being asked to work closely with each other and their communities to develop a coordinated, team approach to service delivery. This approach demands new skills in the areas of team-work and adaptability. I am proud to be able to say that our staff are meeting the challenge and many are making exceptional contributions to the work of the ministry.

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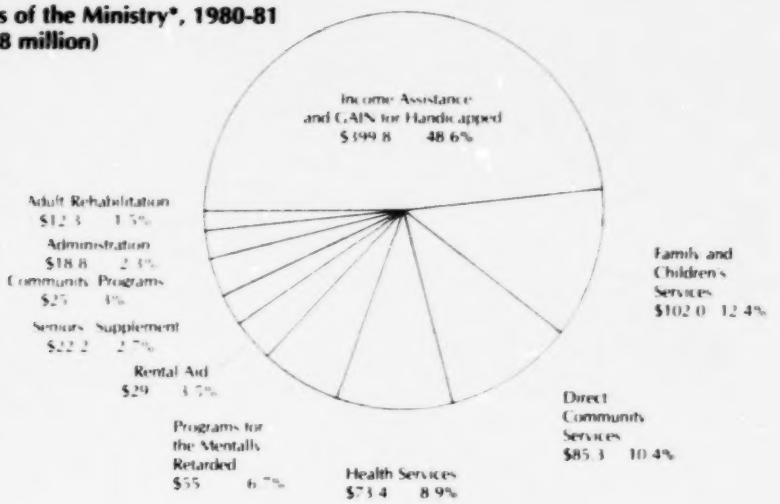
SECTION I

Financial Report

Figure 1
Expenditures of the Ministry*, 1980-81
(Total $822.8 million)



** Expenditure figures in millions of dollars.*

Table 1
Gross Expenditures, Comparison of Fiscal Years 1977-78 to 1981-82

Year	Amount
1981-82	$822,843,045
1980-81	754,510,752
1979-80	648,800,000
1978-79	558,500,000
1977-78	544,500,000

Table 2
Summary of Expenditures Related to Estimates, Fiscal Year 1981-82 (000s)

VOTE DESCRIPTION	Main Estimate Voted	Allocated Efficiency Savings	Estimates Less Efficiencies	Additional Authorization	Total Estimate	Actual Expenditure	Percentage of Total Expenditure	Over/ (Under) Expended
Minister's Office	$ 234	—	234	6	240	206	—	(34)
Direct Community Services and Administrative Support	85,101	(2,600)	82,501	—	82,501	79,600	9.7	(2,901)
Services for Families and Children	103,555	(1,400)	102,155	—	102,155	102,000	12.4	(155)
Health Services	72,947	—	72,947	3,800*	76,747	73,367	8.9	(3,380)
Community Projects	26,409	—	26,409	—	26,409	24,952	3.0	(1,457)
GAIN Programs	467,150	—	467,150	—	467,150	463,384	56.3	(3,766)
Special Programs for the Mentally Retarded	60,616	(2,500)	58,116	—	58,116	55,042	6.7	(3,074)
Building Occupancy Charges and Computer and Consulting Charges	28,059	(1,500)	26,559	—	26,559	24,292	3.0	(2,267)
	844,071	(8,000)	836,071	3,806	839,877	822,843	100.0	(17,034)
Less Efficiency Savings	(8,000)	8,000	—	—	—	—	—	—
TOTALS	836,071	—	836,071	3,806	839,877	822,843	100.0	(17,034)

* Additional authorization funds were required due to higher drug and dispensing costs than expected.
** The overexpenditure results from the late receipt of invoices relating to medical services provided prior to March 31, 1982.

Table 3
Summary Showing Geographic Distribution of Expenditures, 1981-82

Region	(000s) Expenditure	Percentage of Total Regionalized Costs
1 Vancouver East	$ 23,822	3.9
2 Vancouver Burrard	42,366	7.0
3 Okanagan	39,898	6.6
4 Kootenays	23,652	3.9
5 Prince George-Cariboo	37,300	6.2
6 Fraser Valley	38,958	6.5
7 Prince Rupert-Bulkley Valley	15,286	2.5
8 North and South Peace River	13,575	2.3
9 Kamloops Mainline	30,373	5.0
10 Vancouver Island North of Malahat	51,915	8.6
11 Victoria West	26,754	4.4
12 Fraser South	23,514	3.9
13 Fraser North	35,912	6.0
14 North Shore-Sunshine Coast	24,014	4.0
15 Downtown Strathcona	30,709	5.1
16 Vancouver South	35,572	5.9
17 Vancouver West	24,130	4.0
18 Surrey	27,813	4.6
19 Coquitlam-Maple Ridge	27,353	4.5
20 Victoria East	23,229	3.9
Lower Mainland Special Services	7,065	1.2
Total of Regionalized Program Expenditures	603,210	100.0
Centrally administered programs, including Pharmacare, Dental program, SAFER and RentAid	125,139	
Institutions (principally Woodlands, Tranquille and Glendale)	55,380	
Administration (including Building Occupancy and Computer Charges)	39,114	
	$822,843	

FEDERAL AND MUNICIPAL PROGRAM COST-SHARING

The Ministry of Human Resources provides a range of services to families, children, and persons disadvantaged because of age, handicap, or unemployment. The federal government contributes a significant share of the ministry's operating and program costs under an agreement with the provinces in the Canada Assistance Plan (CAP) Act of April 1, 1966.

The Canada Assistance Plan accounts section of the Ministry of Human Resources is responsible for filing all claims for cost-sharing under the Canada Assistance Plan. According to the terms of the Canada Assistance Plan, the province may claim up to 50 per cent of provincial expenditures on income assistance and social services from the federal government.

The province is responsible for providing social programs. The federal government restricts the types of programs it will support. For example, the ministry provides certain programs, such as RentAid, SAFER and Pharmacare, to persons 65 years of age and over, but the federal government does not share in the cost.

During fiscal year 1981-82, ministry expenditures totalled $826 million, of which $612 million (74 per cent) was eligible for cost-sharing. The province received $306 million (37 per cent) from the federal government under the Canada Assistance Plan.

In 1979, the ministry supported the provincial Auditor General's comprehensive audit program, part of which was to ensure that full advantage was being taken of the cost-sharing provisions of the act. As a result of this audit, the ministry is conducting a full review of all ministry programs, and has provided cost-sharing guidelines to other ministries in the province. Efforts are also underway to obtain maximum cost-sharing by improving administrative procedures. In 1981-82, $24 million was recovered for other ministries' programs by the CAP accounts section.

The Department of Indian and Northern Affairs reimbursed the province for $90 million spent on services to status Indians on reserves, including children-in-care, in 1981-82.

Historically, local authorities have been responsible for providing social assistance programs. Between 1974 and 1977, the administration of social services was integrated in the Ministry of Human Resources. The Municipal Act (section 697), however, requires municipalities with more than 2,500 residents, to contribute to the costs of providing income assistance. In the years 1974-75 through 1978-79, municipalities were required to contribute 10 per cent of the costs of shareable programs. This was reduced in 1979 to seven per cent, and has remained at this level.

Table 4
Monthly Per Capita Rates

Year	Monthly Per Capita Charge ($)	Total Payment to to General Revenue Fund ($ million)	Municipal Share of Social Costs (per cent)
1981-82	1.32	31.7	7
1980-81	1.20	28.5	7
1979-80	1.06	25.2	7
1978-79	1.01	24.4	10
1977-78	1.38	21.6	10

SECTION II

Administration and Organization

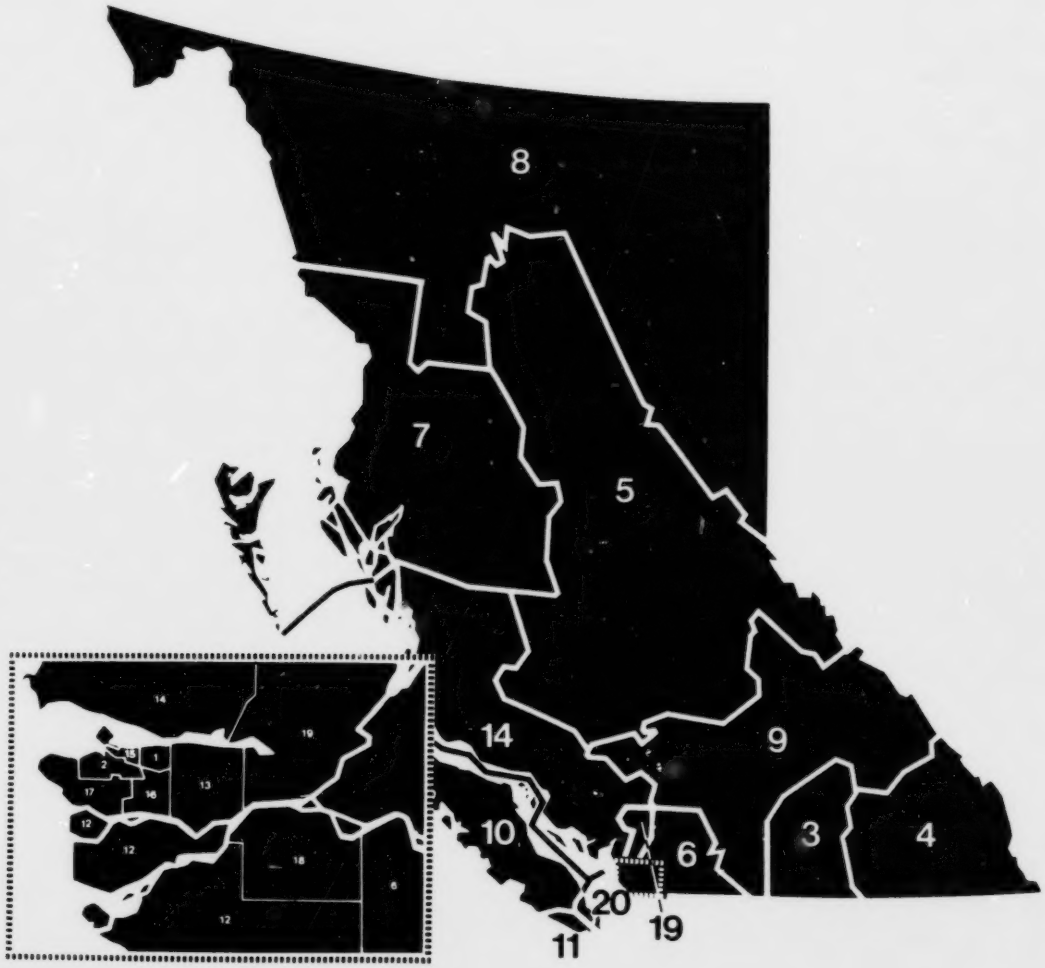


Figure 2
Ministry of Human Resources Regional Map

Region 1: Vancouver East
Region 2: Vancouver Burrard
Region 3: Okanagan
Region 4: Kootenays
Region 5: Prince George-Cariboo
Region 6: Fraser Valley
Region 7: Prince Rupert-Bulkley Valley
Region 8: North and South Peace River
Region 9: Kamloops Mainline
Region 10: Vancouver Island North of Malahat
Region 11: Victoria West
Region 12: Fraser South
Region 13: Fraser North
Region 14: North Shore-Sunshine Coast
Region 15: Downtown Strathcona
Region 16: Vancouver South
Region 17: Vancouver West
Region 18: Surrey
Region 19: Coquitlam-Maple Ridge
Region 20: Victoria East

MINISTRY ADMINISTRATION AND ORGANIZATION

The Ministry of Human Resources delivers a broad range of social services and income security programs, including income assistance, assistance to the handicapped and the elderly, child welfare services, subsidies for day-care, homemakers, and a variety of other programs. Policy, priorities and program content for these services and programs are determined by government through legislation, and cabinet and ministerial direction.

The nature of ministry programs and functions requires a regionalized structure, assisted by a central core of tightly integrated programs and support services. The regional, institutional, and headquarter levels are inter-related in a matrix-type organizational structure. Together, they work to decentralize all practical decision-making. Direction and control of the organization is provided by the deputy minister and executive staff.

The deputy minister and assistant deputy minister together comprise the office of the deputy minister and are responsible for ensuring that the ministry's policies, priorities, and program content, determined by the government, are properly administered. Eleven senior and middle management staff members report directly to the office of the deputy. The assistant deputy minister is delegated organizational responsibilities assigned to the deputy minister, and any of these 11 management staff members may report to the assistant deputy minister.

Executive committee members advise the deputy minister on policy and administration, and assume overall responsibility for assigned programs and the delivery of all services in designated geographic areas of the province. The members include the deputy and assistant deputy minister, five executive directors, the ministry comptroller and the director of strategic planning. Program and regional assignments to executive committee members may change occasionally in response to shifting work load demands and priorities. Assignments to executive committee members in 1981-82 are depicted on the organizational chart.

Institutions

There are three institutions which provide care for the mentally retarded: Glendale Lodge in Victoria, Tranquille near Kamloops, and Woodlands in New Westminster. Through these institutions, the ministry provides comprehensive assessment, planning, training, and residential services for mentally retarded adults and children.

Headquarters Support Services

Five program divisions provide support to executive directors and regional staff. These are Family and Children's Services, Income Assistance, Rehabilitation and Support Services, Services to Seniors, and Health Care. The major responsibilities of these divisions include program planning coordination and monitoring, policy development and documentation, and consultative services for regional staff on policy, practice and procedural questions.

Lower Mainland Special Services provides specific services to regions in the Vancouver and Lower Mainland areas. These services include after-hours emergency services, emergency homemakers, medical and orthopsychiatric clinical services, child abuse teams, and the Helpline for Children.

The office of the comptroller is responsible for providing support services to the organization in accounting and office administration. Responsibilities include paying accounts and preparing the payroll, assisting in budget preparation, providing financial management reports, distributing office supplies and equipment, providing property services, and preparing statistical and other record material.

Personnel and Staff Training provides support services in organization and classification studies, labour relations, safety, and in the recruitment, orientation, work performance evaluation, and training of staff. This division is also responsible for delivering library services to ministry staff.

Other central support divisions include: Management Information Services, which is responsible for coordinating the development, design, implementation and maintenance of management information and operating systems; Information Services, which provides public relations and communication services; Audit Services, which is responsible for internal auditing to ensure that payments and practices correspond to policy; Strategic Planning Branch, which provides planning, policy analysis, evaluation, research and statistics, and consultation relating to cost-sharing in ministry programs; and Pharmacare, which provides full or partial assistance with the cost of designated prescription drugs and medical supplies.

SERVICE DELIVERY SYSTEM

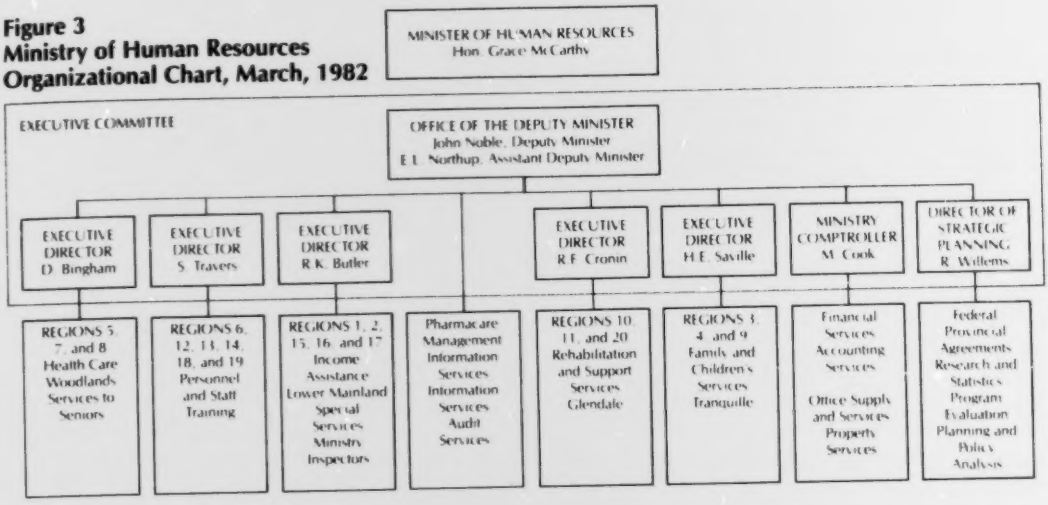
The ministry's numerous social welfare programs are delivered through the local district office, under the direction of a district supervisor. District offices are located in all larger communities and within relatively easy commuting distance of smaller communities, except along the British Columbia coast and in the extreme northwest of the province. Offices are located and staffed to serve a particular neighbourhood or area.

The province has been divided into management regions, each under the direction of a regional manager. The regional managers, who report to executive directors, are accountable for delivery of social services and income assistance programs within their region. Their responsibilities are to ensure that delivery takes place according to established policy, and to the level of quality defined by the ministry. The regional managers have significant autonomy in managing staff, deploying resources, reviewing and approving contractual services, recommending grants to community agencies, and approving services in exceptional situations. Their responsibilities also include monitoring services and expenditures, coordinating regional personnel and staff training activities, formulating budgets, and handling public enquiries and client appeals.

The ministry's 20 regions and district offices are:

Region 1: Vancouver East (6 offices).
Region 2: Vancouver Burrard (9 offices).
Region 3: Okanagan (headquarters at Vernon), offices at Grand Forks, Kelowna (2 offices), Oliver, Penticton (2 offices) and Vernon (2 offices).
Region 4: Kootenays (headquarters at Nelson), offices at Castlegar, Cranbrook, Creston, Fernie, Invermere, Kimberley, Nelson, New Denver, Trail, and Sparwood (open Wednesdays, Thursdays and Fridays only).
Region 5: Prince George-Cariboo (headquarters at Prince George), offices at Fort St. James, Mackenzie, 100 Mile House, Prince George (5 offices), Quesnel, Vanderhoof and Williams Lake.
Region 6: Fraser Valley (headquarters at Abbotsford), offices at Abbotsford, Aldergrove, Chilliwack (2 offices), Clearbrook, Hope, Langley and Mission.
Region 7: Prince Rupert-Bulkley Valley (headquarters at Terrace), offices at Burns Lake, Granisle, Hazelton, Houston, Kitimat, Massett, Prince Rupert, Queen Charlotte City, Smithers and Terrace.
Region 8: North and South Peace River (headquarters at Dawson Creek), offices at Cassiar, Chetwynd, Dawson Creek, Fort Nelson, Fort St. John and Tumbler Ridge.
Region 9: Kamloops Mainline (headquarters at Kamloops), offices at Ashcroft, Clearwater, Golden, Kamloops (3 offices), Lillooet, Merritt, Princeton, Revelstoke and Salmon Arm.
Region 10: Vancouver Island North of Malahat (headquarters at Duncan), offices at Campbell River, Courtenay, Duncan (2 offices), Nanaimo (2 offices), Parksville, Port Alberni, Port Hardy and Wellington.
Region 11: Victoria West (6 offices).
Region 12: Fraser South (headquarters at Delta), offices at Delta (2 offices), Richmond (2 offices) and White Rock.
Region 13: Fraser North (headquarters at New Westminster), offices at Burnaby (3 offices) and New Westminster (2 offices).
Region 14: North Shore-Sunshine Coast (headquarters at North Vancouver), offices at Bella Coola, North Vancouver, Powell River, Sechelt, Squamish and West Vancouver.
Region 15: Downtown Strathcona (7 offices).
Region 16: Vancouver South (9 offices).
Region 17: Vancouver West (6 offices).
Region 18: Surrey, offices at Bridgeview, Cloverdale, Guildford, Newton and Whalley.
Region 19: Coquitlam-Maple Ridge (headquarters at Coquitlam), offices at Maple Ridge (2 offices), Port Coquitlam (3 offices) and Port Moody.
Region 20: Victoria East (5 offices).

Figure 3
Ministry of Human Resources
Organizational Chart, March, 1982


MINISTER OF HUMAN RESOURCES
Hon. Grace McCarthy
EXECUTIVE COMMITTEE
OFFICE OF THE DEPUTY MINISTER
John Noble, Deputy Minister
E.L. Northup, Assistant Deputy Minister
EXECUTIVE DIRECTOR D. Bingham
EXECUTIVE DIRECTOR S. Travers
EXECUTIVE DIRECTOR R.K. Butler
EXECUTIVE DIRECTOR R.F. Cronin
EXECUTIVE DIRECTOR H.E. Saville
MINISTRY COMPTROLLER M. Cook
DIRECTOR OF STRATEGIC PLANNING R. Willems
REGIONS 5, 7, and 8 Health Care Woodlands Services to Seniors
REGIONS 6, 12, 13, 14, 18, and 19 Personnel and Staff Training
REGIONS 1, 2, 15, 16, and 17 Income Assistance Lower Mainland Special Services Ministry Inspectors
Pharmacare Management Information Services Information Services Audit Services
REGIONS 10, 11, and 20 Rehabilitation and Support Services Glendale
REGIONS 3, 4, and 9 Family and Children's Services Tranquille
Financial Services Accounting Services
Office Supply and Services Property Services
Federal Provincial Agreements Research and Statistics Program Evaluation Planning and Policy Analysis

MINISTRY COMPTROLLER'S OFFICE

The comptroller has direct responsibility for the ministry's system of financial administration. This responsibility includes financial planning, budget preparation, and financial reporting and control. Additional responsibilities include office supply and services and property management services; these services are reported separately.

The accounting division has 104 staff who are located in two accounting branches in Victoria and Vancouver. Three main functional areas carry out the division's responsibilities. Financial Operations is responsible for developing accounting procedures, and processing all ministry expenditures and revenue claims under the Canada Assistance Plan. Financial Planning and Budgets is responsible for compiling the ministry's annual budget, providing consultation and advice to managers relating to the budget process, and providing financial reports and expenditure forecasts. Financial Systems is responsible for establishing and assessing control standards in computerized financial systems, and for recommending changes to systems or approval of phases in systems development.

In 1981-82, the comptroller's office addressed a variety of objectives. Progress towards meeting these objectives is indicated in this brief summary.

A ministry budget manual was started in 1981-82. Additional qualified accounting staff were acquired to better address the observations contained in the 1980 report of the Auditor General. An internal accounting procedures manual was completed during the year and will be continually updated. As well, a financial policy development section was established to update and improve existing accounting manuals. Time-monitoring reports on financial processes were developed to improve decentralized processes for such critical programs as Child-in-Care. Qualified staff were made available to develop criteria for automating appropriate accounting functions. Several specific financial control policies, initiated by Treasury Board, have been implemented.

Objectives for 1982-83 include: improving payment timeliness, upgrading the financial reporting system and rationalizing financial operations between the Victoria and Vancouver offices.

AUDIT SERVICES

The division of Audit Services was founded during 1981 by extending the mandate of the Audit Team, established in 1976 under the statutory authority of the Guaranteed Available Income for Need Act (section 23). Formerly responsible to the office of the comptroller, Audit Services now reports directly to the office of the deputy minister, to assure that audit findings and recommendations are considered at the highest management level. Appraisal activities are conducted through an audit committee.

Audit Services assists management to examine and evaluate administration of ministry programs. The division also evaluates and reports on compliance with internal controls, ministry

policies and provincial legislation, and their effectiveness.

During 1981-82, the staff of the division was increased by the addition of specialized professional staff.

Table 5
Audits Completed, 1981-82

Ministry District Offices	34
Ministry Support Service Programs	16
Ministry Rehabilitation Projects	1
Nonprofit Organizations funded by the Ministry	17

MANAGEMENT INFORMATION SERVICES

The division of Management Information Services (MIS) is responsible for developing and operating all data processing systems within the ministry. The division supports line management and staff in identifying and formulating their needs to ensure effective delivery of ministry programs. The division also coordinates activities with the British Columbia Systems Corporation, which provides equipment and specialized technical expertise.

Services are provided through three departments within the division. The User Support department provides a bridge between technical staff and field user staff. User needs are translated into technical definitions by interface coordinators, who coordinate activities for implementation.

Working closely with the MIS training coordinator, field support assistants provide training consultation and troubleshooting for financial assistance field staff. Through the Office Procedures and Central Records Section, this department also operates a central index, coordinates the development of office procedures, and provides clerical training and consultation in systems use.

The department of Systems Maintenance and Development provides technical services in developing and maintaining program software and hardware. The Operations department is responsible for direct data processing operations and liaison with British Columbia Systems Corporation and other suppliers. Both the Systems Maintenance and Development department and the Operations department work very closely with the British Columbia Systems Corporation and third party contract technical staff in providing services.

In 1981-82, the data processing budget of Management Information Services was $6,458,500 for services provided to eight ministry program areas: Services to Seniors, Pharmacare, Personnel, Accounting, Family and Children's Services, Special Support Services, Income Assistance and Institutions. The Strategic Planning Branch will begin receiving services in 1982-83.

During 1981-82, Management Information Services was involved in several major activities. Throughout the year, work continued on the Family and Children's Services MIS computer system. The detailed requirements phase was completed and the detailed design and implementation planning was initiated. As well, the GAIN On-Line project was redirected and an application feasibility study was begun to reassess Income Assistance data processing needs.

Planning for the development of an automated system to update documentation for systems manuals was also initiated. This project may eventually encompass nonelectronic systems manuals to enable a coordinated approach to implementing policy or procedural revisions in all manuals.

During the year, the division examined existing procedures in Management Information Services, to identify and develop any procedures not documented. The division plans to document all MIS procedures in two manuals: one manual for divisional staff clearly outlining internal procedures, and another for field users, explaining how to effectively use the various services provided by the division. The field users' manual is expected to be available in 1982-83. The project will also enable MIS staff to develop internal procedures for controlling and measuring the results of existing programs.

STRATEGIC PLANNING BRANCH

The Strategic Planning Branch was established late in 1981, with the appointment of the director in December. The director, reporting to the office of the deputy minister, serves as a member of executive committee and is responsible for providing the deputy minister and executive staff with coordinated and comprehensive evaluation for all ministry programs; research and economic analysis; analysis of program and policy proposals and coordination of medium and long-range planning activities; and advice concerning cost-sharing arrangements and intergovernmental program interaction.

Divisions of the branch include Research and Statistics, Federal-Provincial Agreements and Program Evaluation and Planning Support. Fiscal year activities of each division within the branch are outlined individually.

RESEARCH AND STATISTICS

The Research and Statistics division is responsible for developing and maintaining statistics, supporting policy development, providing consultation to senior staff and researching issues of importance to the ministry. These responsibilities were greatly expanded during 1981-82, from Income Assistance programs to all ministry programs. The expanded responsibilities correspond to the reorganization and the establishment of the Strategic Planning Branch.

The division continued to develop computer based statistics and data for GAIN Income Assistance programs while preparing to expand development into the Family and Children's Services and the Individual Opportunity program areas. A series of GAIN Income Assistance statistical reports, which included modifications required by policy changes, were produced for senior staff and support divisions. In 1981, the GAIN Income Assistance computer pay system was redesigned to collect program data for improved statistics for management.

The decision by the British Columbia Systems Corporation to phase out its Honeywell computer system, had a significant effect on the Research and Statistics division. As a result, the division was required to convert its computer applications to the IBM computer system. The conversion started in the fall of 1981 and was completed by March, 1982.

Research and Statistics staff continued to provide consultation for the budgeting process, the adjustment of GAIN policy and benefit levels, and the development of Rehabilitation and Adult Services policy. Preliminary plans for the development of similar support for Family and Children's Services programs were presented to the ministry.

The division's program and procedures to record and compare information at regular intervals continued to be developed and expanded to include new data and statistics. The division also continued to provide other ministry support staff with training and support in the use of these data bases.

PROGRAM EVALUATION AND PLANNING SUPPORT

The Program Evaluation and Planning Support division provides consultation, training and assistance regarding information collection and use. Services are available to ministry personnel at the local, regional and provincial levels.

The division was formed in 1978 as a section within Family and Children's Services. In 1979 it combined with Family and Children's Services Computer Research and Interministry Research. The section continued to report to the manager of Family and Children's Services until the establishment of the Strategic Planning Branch in December, 1981. At this time it became a division within the new branch and Computer Research joined the Research division. As a result of this reorganization, the scope and responsibilities of the division have expanded to offer services for all ministry programs and services.

The major functions of the Program Evaluation and Planning Support division are to:

- provide consultation and training to ministry staff in systems analysis, information systems, data collation and analysis and program planning;
- implement, and/or assist staff to implement, evaluate and monitor projects.

In 1981-82, 26 major projects, 43 minor projects and consultations, and four training sessions were undertaken. Activity took place in the areas of planning for field and headquarters monitoring systems and research and evaluation on residential resources, family support, community liaison and children-in-care programs. Staff time was also allocated to budget planning and Northeast Coal Development impact planning.

Staff provided consultation and assistance to the Special Care Agreements Policy Development, Community Grants Policy Development, Northeast Coal Regional Impact Coordinating Committee, Socioeconomic Coordinating Committee, and the University of Victoria School of Child Care Professional Advisory Committee.

FEDERAL-PROVINCIAL AGREEMENTS

The objectives of the Federal-Provincial Agreements division are to ensure that the maximum revenues are obtained through federal cost-sharing agreements; that the ministry's position is presented in federal-provincial, interprovincial and interministerial meetings; and that, in the

preparation of ministry program policy, the impact of federal cost-sharing agreements is taken into account.

The division was formed in 1978 to provide analysis of the impact of federal initiatives on provincial programs. In 1982, Federal-Provincial Agreements became a division of the newly formed Strategic Planning Branch.

Negotiations with the federal government during 1981 produced agreements on improved cost-sharing of day-care for children, and clarification of cost-sharing for civil legal aid. The division continued to monitor discussions on the implementation of the 1980 agreement between the Minister of Human Resources and the Spallumcheen Band on the administration of child welfare on that reserve.

Federal-Provincial Agreements participated in a number of interprovincial meetings during the year. The Ministers with Responsibility for Indian Matters met in Edmonton and the Ministers of Social Services met in Quebec City. In addition, the division arranged concurrent meetings, in May 1981, of the provincial Deputy Ministers of Social Services and informal meetings of the Ministers of Social Services, hosted by British Columbia in Victoria. In preparation the division participated in several meetings across Canada on the subject of tax credits.

In 1981-82, Federal-Provincial Agreements carried out extensive work for the year-long review of the Canada Assistance Plan and Vocational Rehabilitation of Disabled Persons Acts. Interministerial activities of the division during the year included participating in a review of the pension system under the leadership of the Ministry of Provincial Secretary and Government Services, assisting the Ministry of Intergovernmental Relations in discussions on policy regarding social services for native Indians, and joining the staff of the Ministry of the Attorney General regarding cost-sharing for containment facilities for juvenile offenders.

INFORMATION SERVICES

Information Services is responsible for providing information about the ministry's programs and services to the public, special interest groups, and the media. Services are provided by two offices: a Victoria office which coordinates the ministry's public information endeavours, and a Community Relations office in Vancouver which provides support services to ministry staff in the Lower Mainland.

The division is responsible for preparing press releases, articles, pamphlets and publications, and for developing audio-visual material, exhibits, displays, posters and other public information material about ministry programs and services. The division is also responsible for planning and coordinating ministry information campaigns; providing support services to ministry staff in public relations activities; and for responding to inquiries from the public, the media, and private and public agencies about ministry programs and services.

During 1981-82, Information Services initiated production of two information booklets on fostering and foster recruitment; developed a ministry display for staff use at special information events; participated in a Telidon Field Trial in Victoria and the Lower Mainland; and continued work on a public information kit about ministry programs and services.

New information material produced during 1981-82 included an Income Assistance Appeal Procedures poster, receipt holders and information material for Pharmacare, and brochures on GAIN benefits, and SAFER benefits.

PERSONNEL AND STAFF TRAINING

Personnel and Staff Training provide assistance to ministry management in the areas of classification and organization, labour relations, occupational health and safety, employee benefits administration, and in the recruitment, selection and training of staff.

Personnel Services

Personnel Services offices are situated in four locations: Vancouver, New Westminster at Woodlands, Kamloops at Tranquille, and Victoria. During 1981-82, three new specialist positions were added to the ministry's Personnel Services in Victoria in the areas of Labour Relations, Classification and Organization, and Occupational Health and Safety. A primary responsibility of these positions is to provide specialist support to regional personnel officers, and to liaise with the Public Service Commission and the Government Employee Relations Bureau.

As of March 31, 1982, there were 5,033 regular, full-time ministry positions. These positions included 537 management and divisional staff, 2,986 field services staff, and 1,410 staff in institutional services.

Ministry employees are in three separate bar-

gaining units, each with a Master Collective Agreement. At March 31, 1982, there were 4,416 staff in the British Columbia Government Employees' Union, 12 staff in the Professional Employees' Association, and 466 nurses. An additional 16 employees are covered by the Administrative Policy for Salaried Physicians. The remaining 123 staff are management exclusions and Order-In-Council appointments.

During 1981-82, the ministry was delegated authority for direct staffing activity by Order-In-Council. This authority was extended to all four ministry personnel offices, allowing for greater efficiency in establishing appointments to meet service demands.

Also in 1981-82, the ministry agreed to work in conjunction with Treasury Board staff to pilot test proposed revisions to existing Manpower Management and Control Systems.

Table 6
Personnel Activities, 1980-81 and 1981-82

	1981-82	1980-81
Vacancies Filled	751	445
Promotions	175	133
Reclassifications	294	415
Resignations	1,044	784
Transfers (non-promotional movement of staff)	221	246

Staff Training

The purpose of staff training is to ensure that staff have the required specialized knowledge and skills to provide professional services to clients.

The accountability for having trained staff rests with the managers in their respective responsibility areas. Training required for staff is delivered at the regional, divisional and institutional work sites, consistent with local needs and priorities.

During 1981-82, regional staff developed a clerical services training program, and basic orientation programs for new social workers and financial assistance workers. As well, the Child Abuse and Neglect, and Sexual Abuse programs were tailored to meet specific regional needs.

Major 1981-82 developments in staff training included a successful ministry conference for social workers on "Working with Adolescents". A core training program for new district supervisors was also designed and tested in the field.

OFFICE SUPPLY AND SERVICES

Office Supply and Services provides a range of support services to the ministry, including analyzing and consulting on administrative needs for various programs, coordinating the purchase of supplies and equipment, planning and coordinating communications, providing mail service within the ministry, and printing and distributing policy program procedures and administrative information.

The Victoria print shop and stockroom use a variety of up-to-date graphic machinery to produce extensive material including legislative documents, operational directives and administrative circulars, policy manuals and amendments, and forms required by divisions. Most of this material is distributed to field offices throughout the province, excluding Vancouver and the Lower Mainland.

A separate print shop and stockroom in Vancouver serve the district offices of Vancouver and the Lower Mainland. The Vancouver print shop and stockroom are similar to the Victoria print shop operation in size and purpose, but place more emphasis on divisional requirements such as training manuals, pamphlets and brochures, and printed material for family and children's programs. In addition, a large variety of Queen's Printer catalogue items are stocked for distribution by the print shop's own courier services to ministry offices. In 1981-82, the Vancouver print shop produced 8.2 million items, and the Victoria print shop produced 9.8 million items.

A ministry mail service works in cooperation with the Postal Branch of the Ministry of Provincial Secretary and Government Services, to provide daily deliveries to headquarters staff and local Victoria offices. All ministry needs relating to office equipment and supplies are provided by Office Supply and Services. Requests for equipment and supplies are approved according to Queen's Printer and Purchasing Commission guidelines. Contact with outside suppliers for furnishings and equipment is an ongoing procedure.

To simplify work and increase efficiency, all new and changed forms are controlled in design, usage, storage and distribution.

Property Management Services is responsible for negotiating ministry space requirements through consultation with ministry managers and British Columbia Buildings Corporation.

COMMUNITY HUMAN RESOURCES AND HEALTH CENTRES

Community Human Resources and Health Centres deliver social services, public health nursing, mental health programs and primary medical care. There are four centres in the province, located at Houston, Granisle, Queen Charlotte Islands, and Victoria (James Bay). The centres are jointly funded by the Ministry of Human Resources and the Ministry of Health. Elected citizen boards are responsible for administering programs and providing services in coordination with both ministries.

In 1981-82 the Ministry of Human Resources expenditures for the centres were:

- Granisle, $65,100
- Houston, $52,824
- Queen Charlotte Islands, $137,149
- Victoria (James Bay), $181,780

SECTION III

Family and Children's Services

INTRODUCTION TO PROGRAMS AND SERVICES

The Ministry of Human Resources provides a wide range of services to families and children under the statutory authority of the new Family and Child Service Act proclaimed in June of 1981, the Guaranteed Available Income for Need (GAIN) Act and Regulations, and the Adoption Act. The goals of these services are to preserve the integrity of families, to encourage their independent functioning, and to keep children within their own families and communities whenever possible. The ministry has a statutory obligation, however, to intervene through the courts when a child's safety and well-being are at risk and when necessary, to make permanent plans for children apart from their families.

In line with these goals, services for families and children are provided through five program areas: Family Support Services, Child Protection Services, Services for Children-in-Care, Adoption Services and Lower Mainland Special Services.

FAMILY SUPPORT SERVICES

The goals of family support services are to preserve the integrity of the family unit, encourage independent functioning and enable children to remain within their own families.

Family support programs include Infant Development, Child Day-care Subsidy, CHANCE, Special Services to Children, Children's Rehabilitation Resources and Family Support Homemakers.

CHANCE

CHANCE provides personal care services within schools to children with severe mental or physical disabilities enabling them to acquire basic academic and social skills in a school setting. Services are provided by a personal attendant to children who require assistance in the classroom with such activities as feeding, mobility, positioning, toileting and medication. Services of personal attendants are purchased from school districts by the Ministry of Human Resources.

The CHANCE program operates under the statutory authority of the Guaranteed Available Income for Need Act (section 2, subsections 1 and 2).

CHANCE was implemented in 1979 as a joint program of the Ministries of Human Resources, Education and Health. The program was developed after policy regarding the education of handicapped children was established in 1978 by the Ministry of Education.

A local committee composed of representatives from the school district, Ministry of Human Resources and, when appropriate, the professional community, screen children who are referred to the CHANCE program. With the cooperation of the parents, an educational program is developed to meet to each child's needs. Whenever possible, services of one attendant are provided to groups of not less than four and not more than twenty children.

In 1981-82, the CHANCE program was expanded to serve all regions of the province.

Table 7
CHANCE, Activities, 1980-81 and 1981-82

	1981-82	1980-81
Number of Contracts with School Districts	60	52
Number of Personal Attendants	287	293
Number of Children Served	1,192	989

Table 8
CHANCE, Expenditures, 1980-81 and 1981-82

Year	Expenditure
1981-82	$3,738,536
1980-81	2,650,405

Children's Rehabilitation Resources

Children's Rehabilitation Resources provides services to enable children or youths who are experiencing great difficulty at school for social or emotional reasons or who have dropped out of school, to acquire basic skills to enable them to re-enter the school system or proceed to further training or employment. This program operates under the statutory authority of the Guaranteed Available Income for Need Act (section 2, subsections 1 and 2).

Children's Rehabilitation Resources, implemented in 1974, is jointly funded by the Ministry of Human Resources and the Ministry of Education. Human Resources purchases the services of child-care workers from private, nonprofit societies to assist with behaviour management and counselling for students. The Ministry of Education and local school districts provide facilities and teachers.

Table 9

Children's Rehabilitation Resources, Activities, 1980-81 and 1981-82

	1981-82	1980-81
Number of Government Operated Programs	24	24
Number of Contracted Programs	111	95
Total Number of Programs	135	119

Table 10
Children's Rehabilitation Resources, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$3,983,946
1980-81	3,203,301
1979-80	2,638,914
1978-79	2,367,920
1977-78	1,955,827

Special Services to Children

Special Services to Children provides services to enable children with special needs to remain in their own homes and communities. These services are provided under the statutory authority of the Family and Child Service Act (section 23, subsection 1) and the Guaranteed Available Income for Need Regulations (section 26).

Special Services to Children was implemented in 1973 in an effort to assist children who are at risk of being removed from their own homes or communities. Services are provided by child-care workers employed by private, nonprofit societies from which the ministry purchases services. Services normally include counselling and support services to assist children and families to deal with and resolve difficulties in relationships and child management.

The Special Services to Children program is now available in most areas of the province.

Table 11
Special Services to Children, Activities, 1980-81 and 1981-82

	1981-82	1980-81
Number of Societies Contracted	70	68
Average Hourly Rate	$11.04	$9.01

Table 12
Special Services to Children, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$5,587,642
1980-81	5,388,684
1979-80	3,843,618
1978-79	4,007,900
1977-78	3,591,137

Family Support Homemakers

Family Support Homemakers provide temporary support and relief to individuals and families in their own homes. Services are aimed at restoring the family's ability to function independently in the community. The program operates under the statutory authority of the Guaranteed Available Income for Need Act (section 27).

Homemakers provide a range of services in child-care and household management. Services are provided to families who are experiencing difficulties through illness or crisis, mentally handicapped adults, and parents of handicapped children.

The ministry purchases the services of homemakers from nonprofit societies or proprietary agencies. Families contribute to the cost of services depending on their income.

The Ministry of Human Resources was responsible for both long-term care and family support homemakers services until January, 1978. Since that time, all financial responsibility for long-term care homemaker services has been transferred to the Ministry of Health Long-Term Care program.

Table 13
Family Support Homemakers, Expenditures, 1978-79 to 1981-82

Year	Expenditure
1981-82	$4,489,412
1980-81	3,966,125
1979-80	3,563,588
1978-79	3,715,111

Infant Development

The Infant Development program is designed to help children up to the age of three, who are exhibiting significant delays in one or more skill areas. The aim of the program is to optimize each infant's development and to assist families in responding to their children in a positive and supportive manner. The Infant Development program operates under the Guaranteed Available Income for Need Act (section 2, subsections 1 and 2; and section 5).

Referrals may come from many sources including physicians, public health nurses, social workers or the family. After an initial assessment,

a professionally trained infant development worker works together with the parents in the home, providing learning activities and materials to assist the child's development in the areas of delay. The worker also sends regular progress reports to the child's physician, provides access to a wide range of toys, books, and resources for the family, and may make referrals to other community resources. A key factor of the Infant Development program is its role in arranging for parents of handicapped children to meet other parents to share concerns.

Infant Development programs are administered by nonprofit societies funded by the ministry through operating grants. Each society is responsible for hiring professional staff, and establishing an advisory committee consisting of parents, community members, professionals and the society's board of directors.

Further support to Infant Development programs is provided by the Provincial Steering Committee, which acts in an advisory capacity to the ministry and makes recommendations on program guidelines for new development.

A total of 28 communities are served by the Infant Development program.

In 1981-82, new Infant Development programs were initiated in the following communities:

Penticton, Quesnel, Williams Lake, Prince Rupert, Smithers, Fort St. John, Port Hardy, White Rock-Delta, Powell River and Maple Ridge.

Table 14
Number of Children Served and Infant Development Workers, 1977-78 to 1981-82

Year	Approximate Number of Children Served*	Number of Infant Development Workers
1981-82	1,585	41
1980-81	1,200	28.5
1979-80	1,100	26.5
1978-79	900	21.5
1977-78	600	17.5

* *These statistics reflect the approximate number of children visited during a given year. Case loads fluctuate as children are admitted or discharged.*

Table 15
Infant Development, Expenditures, 1978-79 to 1981-82

Year	Expenditure
1981-82	$1,163,636
1980-81	693,176
1979-80	569,191
1978-79	433,395

These programs were in addition to existing programs in:

Vancouver, North Vancouver, Burnaby, Surrey, New Westminster, Duncan, Kamloops, Kelowna, Victoria, Castlegar, Port Alberni, Upper Fraser Valley, Courtenay-Comox, Prince George, Vernon, Cranbrook and Eastside Vancouver.

Child Day-care Subsidy

The Child Day-care Subsidy program serves children whose families cannot care for them at home throughout the day. It is designed to meet the needs of children and parents regardless of place of residence, handicap, or social circumstance. Child Day-care Subsidy is a support service which assists parents to prepare for and maintain employment. It also provides relief to families during prolonged illness or other crisis. The program operates under the statutory authority of the Guaranteed Available Income for Need Act (sections 2 and 5) and Regulations (section 28, schedules D and E).

The Ministry of Human Resources provides subsidies to assist eligible parents with the cost of day-care services. Eligibility for assistance with day-care fees is based on an assessment of income and social need. The ministry may subsidize children up to and including 12 years of age in the following types of day-care services:

- licensed family day-care in a private home for a maximum of five pre-school children and two school age children;
- unlicensed family day-care in a private home for one or two children;
- day-care for children in their own homes under the supervision and care of a person selected by the parent;
- nursery school up to three hours per day for children from 32 months to school age;
- out-of-school-hours day-care for school aged children up to and including 12 years of age. This service may be offered through family day-care homes or in day-care centres licensed to provide out-of-school group care;
- day-care for children with special needs in specialized or integrated day-care centres.

The ministry is responsible for reviewing family day-care homes caring for one or two children, and in-own-home day-care subsidized by the ministry. Standards for licensed day-care facilities are set by the Community Care Facilities Licencing Act and the Provincial Child Care Facilities Licencing Regulations. These regulations

are administered by the Provincial Child Care Facilities Board at the provincial level, and medical health officers at the local level.

Under the Special Needs Day-care program the ministry may purchase specialized services on behalf of special needs children enrolled in both specialized and integrated nonprofit society operated centres. Ministry staff contract with nonprofit societies to provide specialized day-care and are also actively involved in monitoring the admission, care and discharge of children in these programs.

There are seven day-care support programs currently funded by the Ministry of Human Resources. These are located in Kelowna, Nelson, Prince George, Abbotsford, Mission, Vancouver (University of British Columbia) and Burnaby (Simon Fraser University).

Provincial highlights for 1981-82 were:

- The ministry created a new subsidy category for licensed group out-of-school care for kindergarten children during the time kindergarten classes are not in session.
- The ministry began providing Start-up grants of up to $10,000 and Expansion grants, Relocation grants and Emergency Repair grants of up to $5,000 to nonprofit societies to assist them in creating or retaining new day-care spaces.
- Subsidies were extended to include non-shift working parents for in-own-home day-care.
- New staff positions were added within the ministry to assess and monitor unlicensed day-care services.
- The ministry made lists of approved family day-care homes available in district offices.
- Policy and procedures were established for the investigation of any complaints of child abuse in licensed day-care facilities.
- Allowable income levels in the income test were increased.
- Subsidy rates for all categories of day-care services were increased.

Regional highlights included the development of Special Needs Day-care programs in various parts of the province including Squamish, North Vancouver Island, and Grand Forks. Also, the North Shore developed a Community Screening Committee which screens all Special Needs Preschool children into the appropriate specialized or integrated centres.

Table 16
Day-care Categories and Subsidies, Effective April 1, 1981, and December 1, 1981

Type of Care	Previous Rate	Rate Effective April 1, 1981	Rate Effective December 1, 1981
Family Day-care			
Under 3 years	$ 160	$ 185	$ 204
3 to 5 years	135	160	176
Group Day-care			
18 months to 3 years	249	275	303
3 to 5 years	173	200	220
In-own-home Day-care			
First child	114	160	176
Second child	57	80	88
Family total	216	320	352
Nursery School	54	60	66
Out-of-school Day-care			
Up to 4 hours	65	80	88
Over 4 hours	87	100	110
Kindergarten children (licensed group program only)		150	165

Note: Maximum subsidies for all categories of day-care increased by 16 per cent April 1, 1981, and by 10 per cent effective December 1, 1981, for a total increase of over 26 per cent.

As of April 1, 1981, allowable exemptions for parents applying for subsidies were increased by an average of 13.7 per cent. The following table details the increases:

Table 17
Financial Eligibility Test

Family Size (incl. children)	Previous Basic Allowable Net Monthly Income Level	Basic Allowable Net Monthly Income *Level as of April 1, 1981
2	$ 608	$ 695
3	722	810
4	809	900
5	874	970
6	939	1,040
7	1,014	1,110
8	1,069	1,180

* *Allowable income is net income after deductions and does not include family allowance payments. There are additional exemptions of $100 on employment earnings and an exemption of $125 where there is a disabled person in the family unit.*

Table 18
Average Monthly Number of Children Subsidized
by Regions, 1980-81 and 1981-82

Regions	1981-82	1980-81
1, 2, 15, 16 and 17	1,895	2,038
3	631	689
4	443	450
5	561	541
6	580	553
7	187	225
8	162	149
9	470	424
10	776	815
11 and 20	1,511	1,550
12	386	421
13	704	727
14	568	586
18	653	655
19	708	679
PROVINCIAL TOTALS	10,235	10,502

Table 20
Type and Number of Grants Provided for Day-care Centres, by Regions, 1981-82

Regions	Start-Up and Expansion	Relocation	Emergency Repair
1	12	-	-
2	-	-	-
3	4	1	-
4	1	-	1
5	1	-	1
6	1	-	-
7	-	-	-
8	-	-	-
9	2	-	2
10	-	-	-
11	3	-	1
12	2	-	2
13	2	-	1
14	3	-	-
15	8	-	2
16	-	-	-
17	5	-	2
18	-	-	-
19	2	-	-
20	-	-	-
PROVINCIAL TOTALS	46	1	12

Table 21
Average Monthly Child Day-care Subsidy Expenditures,
by Type of Care, 1981-82

Type of Care	Average Monthly Cost per Child	Average Monthly Total Cost
Family Day-care	$136	$554,584
Group Day-care	181	615,645
In-own-home Day-care	88	57,511
Out-of-school Hours Day-care	79	121,316
Nursery School	40	16,708
Special Needs Day-care	305	64,284

Table 19
Average Monthly Number of Children Subsidized, by Type of Care, 1980-81 and 1981-82

Type of Care	1981-82 Half-time	1981-82 Full-time	1980-81 Half-time	1980-81 Full-time
Family Day-care	178	3,828	207	3,664
Group Day-care	71	3,332	80	3,176
In-own-home Day-care	89	564	89	543
Out-of-school Hours Day-care	1,238	306	1,482	210
Nursery School	414	4	510	7
Special Needs Day-care	51	160	179	356
PROVINCIAL TOTALS	2,041	8,194	2,547	7,956

In addition the ministry contracted with 54 day-care services in 1981-82, (integrated or specialized) to purchase specialized services on behalf of 1,012 special needs children. Children enrolled in these programs are fully subsidized.

Table 22
Child Day-care Subsidy, Expenditures, 1977-78 to 1981-82

Year	Expenditures
1981-82	16,684,275*
1980-81	16,903,220
1979-80	14,884,153
1978-79	12,612,677
1977-78	11,011,945

* *The 1981-82 special needs contract expenditures are broken out from subsidy expenditures. These represent an additional $4,397,593.*

FAMILY AND CHILD PROTECTION SERVICES

Family and Child Protection Services encompass a wide range of services to provide support to families who are experiencing stress or difficulties. These services are provided under the statutory authority of the Family and Child Service Act, the Family Relations Act (Chapter 120, RSBC [1979], Part 2, Child Custody, Access and Guardianship) and the Guaranteed Available Income for Need Act.

The new Family and Child Service Act, implemented June 1, 1981, places responsibility on parents to take all reasonable measures to reduce the need for intervention by the state, and enables the superintendent of family and child service to assist parents who are experiencing difficulty. The superintendent may enter into a short-term custody agreement with parents who need temporary assistance in caring for their child. The superintendent may also enter into a long-term special care agreement with parents when a child's special needs cannot be met within the home. Under both agreements, the parents remain the guardians of the child.

The superintendent continues to have a statutory obligation to intervene and to involve the courts in situations where a child is in need of protection. The goal of intervention in the initial stages, is to assist the court by assessing the potential of the parents in being able to care for their child, and to offer support to the family to enable them to provide a safe and nurturing environment for the child. Where this is not possible, court action may proceed to the point where the child is declared a permanent ward of the superintendent of family and child service. Once the child is a permanent ward, a permanent life plan is developed, including placing the child for adoption wherever possible.

The Family and Child Service Act makes it mandatory for any person who has reasonable grounds to believe that a child is in need of protection, to report the circumstances immediately to the superintendent of family and child service or a person delegated to receive such reports. Reports are often received through the 24-hour Helpline for Children. Ministry staff respond immediately to calls to the Helpline and any reports indicating that a child may be in danger.

Sexual abuse of children is being reported more frequently and it is evident that it is a much more widespread problem than has been realized. The ministry has addressed this by providing training to staff in how to deal with suspected sexual abuse, and by purchasing services to assist people who are perpetrators or victims of sexual abuse. A program was recently established in Port Coquitlam (Act 11, Counselling Program) to provide treatment for children who are apprehended as a result of sexual abuse. Treatment may include individual counselling, group counselling and family counselling, as appropriate.

There are several programs in the province, funded by the ministry, to assist parents who have harmed or feel they may harm their chil-

Table 23
Reported Cases of Probable Child Abuse, Calendar Years, 1977 to 1981

Age and Sex	1981	1980	1979	1978*	1977
Male					
Under 3 years	77	64	87	48	63
3 to 10 years	239	200	155	141	99
11 years and older	150	123	81	75	46
No age reported	0	1	0	0	2
Female					
Under 3 years	62	50	71	45	43
3 to 10 years	279	198	164	130	93
11 years and older	479	351	233	166	104
TOTALS	1,286	987	791	605	450

* *Forms for reporting cases of child abuse were changed January 1, 1978, resulting in more reports. In late 1979, there was a further increase in reported cases with the establishment of the Zenith Helpline for Children.*

Table 24
Cases[1] Related to Protection of Children, by Type of Service, 1980-81 and 1981-82

	Opened During Year		Carried During Year		Incomplete at End of Year	
	1981-82	1980-81	1981-82	1980-81	1981-82	1980-81
Custody[2]	33	206	157	331	0	124
Immigration	14	13	21	21	4	7
Repatriation[3]	854	703	–	–	–	–
TOTALS	901	922	178	352	4	131

[1] *Cases are the number of families receiving services on behalf of their children.*
[2] *Effective April 1, 1981, the Minstry of Attorney-General, Corrections Branch, assumed responsibility for supplying these reports to the court.*
[3] *Repatriation cases are usually completed within a few days and are not carried during the year.*

dren. The intent of these programs is to help parents improve their parenting skills and to achieve and maintain a stable home life, and to keep the family intact wherever possible.

The Protection Section in the central office in Victoria maintains a Registry of Protection Reports. Reports to the registry continue to increase as the public becomes more aware of its existence and the need to report all complaints.

A Native Indian Child Welfare Advisory Committee, consisting of native Indian members, was established by Region 1 (Vancouver East) and Region 15 (Downtown Strathcona) in 1980-81. This committee, the first of its kind in an urban area in Canada, assists the ministry in preventing native children coming into care.

The aims of the committee are to promote cooperation and communication among Indian clients, Indian communities and ministry staff; to develop child-in-care plans consistent with native child rearing practices and culture; to encourage involving the native community in the child welfare system, assisting the ministry to use existing family and community resources; and to bring fewer native children into the care of the superintendent.

In 1981-82, a crisis nursery was established in Region 15. The nursery, operated by downtown Vancouver native Indian parents, provides up to 72-hour care for native children. It also offers temporary emergency care for native children to prevent them from coming into care, and serves as an accessible, non-threatening resource for native parents.

SERVICES FOR CHILDREN-IN-CARE

The primary objective of services for children in the care of the superintendent of family and child service is to return the child to the natural family as quickly as possible. The ministry provides support services where appropriate, to assist the family to manage more effectively, and to provide proper care for the child. Where it is not possible to reunite the child with the family, the ministry arranges for a permanent placement for the child, in a foster or adoptive home wherever possible.

Over the years, the ministry has made numerous policy and program changes to respond to

Table 25
Children-in-Care by Age and Legal Status, as of March 31, 1982

	Age Groups in Years					
	Under 3	3 - 5	6 - 11	12 - 15	16 - 18	Total
Agreements	79	66	226	487	425	1,283
F & CS Act (Before Court and Temporary Wards)	236	213	422	513	342	1,726
F & CS Act Wards (Permanent and Pre-1968)	91	243	827	1,339	1,618	4,118
All Other Court Wards (Adoption Act, JDA, FRA, and from outside British Columbia)	230	67	227	386	417	1,327
TOTALS	636	589	1,702	2,725	2,802	8,454

Table 26
Number of Children-in-Care of Superintendent of Family and Child Service, During and at End of Fiscal Years, 1979-80 to 1981-82

	Number of Children During Year*	At March 31
1981-82	14,215	8,454
1980-81	14,193	8,657
1979-80	13,841	8,735

* *Children-in-care seven days or less as transients are no longer counted. Number of children paid through short-stay billings were:*
  - *582 in 1981-82;*
  - *617 in 1980-81; and*
  - *511 in 1979-80.*

Table 28
Number of Children-in-Care and Legal Responsibility of Superintendent of Family and Child Service, by Type of Care, as at March 31, 1982

Type of Care		Number of Children
Paid foster home care		5,011
Boarding home, child maintains self	65	
Free home and free relatives' (or parents') home	750	
Runaways	219	
Total: own homes, or relatives' homes, and independent living	1,034	1,034
Adoption home		480
Special care home		384
Resources*		1,545
TOTAL		8,454

* *This covers a wide variety of placements ranging from subsidized receiving homes to federal institutions.*

Table 27
Number of Children-in-Care and Legal Responsibility of Superintendent of Family and Child Service, by Legal Status by Regions, as at March 31, 1982

	Family and Child Service Act Wards							
	Permanent[1]	Other	Before Court	JDA Wards[2]	FRA and Similar Wards[3]	Other Province Wards	Agreements	TOTALS
Region 1	115	60	45	0	11	6	18	255
Region 2	130	65	32	0	15	4	63	309
Region 3	268	30	17	3	48	33	102	501
Region 4	154	46	40	1	43	20	53	357
Region 5	319	70	41	16	109	13	105	673
Region 6	327	65	46	8	51	22	73	592
Region 7	138	39	18	4	117	9	57	382
Region 8	124	21	22	8	51	10	29	265
Region 9	307	46	36	8	96	14	97	604
Region 10	403	59	39	12	124	26	111	774
Region 11[4]	181	62	17	3	27	8	35	333
Region 12	228	41	38	2	32	22	62	425
Region 13	181	63	60	3	24	3	68	402
Region 14	150	55	23	8	55	9	73	373
Region 15	40	28	15	0	5	0	4	92
Region 16	210	73	56	1	24	3	53	420
Region 17	110	45	18	1	17	9	64	264
Region 18	201	69	58	2	35	12	59	436
Region 19	184	51	32	8	30	11	87	403
Region 20[4]	206	36	13	9	39	9	68	380
Other Supervising Offices	0	0	7	0	0	0	2	9
Wards Supervised by Another Province	142	17	3	0	43	0	0	205
TOTALS	4,118	1,041	676	97	996	243	1,283	8,454

[1] *Pre-1968 wards are now being included with the permanent wards; 619 of these wards were involved on March 31, 1982.*
[2] *JDA: Children who have been admitted to the care of the Superintendent of Family and Child Service under the Juvenile Delinquents Act after committing an act of delinquency.*
[3] *FRA: Children who have been admitted to the care of the Superintendent of Family and Child Service under the Family Relations Act where, at the death of their guardian, no other person has been named in the will. Since 1981, the column includes the number of Adoption Act wards entered on the computer. At the end of March 1982, there were 198 of these children.*
[4] *Effective April 1, 1981, Region 11 (Capital Regional District) was split into two separate regions: Region 11 (Victoria West) and Region 20 (Victoria East).*

the changing needs and goals of children-in-care services. The continuing development of family support services enables more children to receive support services within their own homes. As a result, fewer children are coming into the care of the superintendent than in previous years. At March 31, 1970, there were 10,594 children-in-care, while at March 31, 1982, there were 8,454 children-in-care.

Services for children-in-care are provided under the statutory authority of the Family and Child Service Act, (section 10), the Family Relations Act (section 29) and the Juvenile Delinquents Act (section 20 (1) (b)). Payments made to foster parents or to child-in-care resources, are provided under the statutory authority of the GAIN Act (section 2 (1)).

Most children come into the care of the superintendent through the Family and Child Service

Table 29
Number of Children Admitted to Care of Superintendent of Family and Child Service by Legal Status, During Fiscal Year 1981-82

Legal Status	Number of Children
Family and Child Service Act	2,219
Juvenile Delinquents Act	72
Family Relations Act, Adoption Act	258
Agreements	2,837
Other Provinces' Wards	135
TOTAL NEW ADMISSIONS	5,521*

* *Children-in-care seven days or less as transients are no longer counted. Of these children, 582 were paid through short-stay billings in 1981-82. Variation between legal status and the reason for admission shown on table 30 is caused by delayed establishment of the legal status.*

Table 30
Reasons for New Admissions of Children to Care of Superintendent of Family and Child Service, During Fiscal Year 1981-82

Reason	Number of Children
Physical abuse	253
Parental failure	2,909
Desertion or abandonment	375
Emotional disturbances, needing treatment	173
One parent deceased	96
Sole parent deceased	79
Parental illness, mental	133
Parental illness, physical	242
Awaiting adoption placement	199
Removed from adoption placement	9
Awaiting permanent plan	127
Rehabilitation plan for parents	258
Physical handicap	43
Mental handicap	106
Delinquent behaviour (Juvenile Delinquents Act only)	82
Transient*	78
Unmarried mother	57
Parental failure to provide needed medical treatment or prevention	33
Parent or parents imprisoned	77
Inability of family to provide needed education and training	69
Requested by other province	123
TOTAL NEW ADMISSIONS	5,521

* *Children-in-care seven days or less as transients are no longer counted. Of these children, 582 were paid through short-stay billings in 1981-82.*

Table 31
Children Who are Legal Responsibility of Superintendent of Family and Child Service Receiving Care in Residential Care Resources, Excluding Foster Homes, as at March 31, 1982

Type of Residential Care Facility	Number of Children
Temporary Shelters	
YWCA and YMCA hostels, etc.	8
Educational Facilities	
Jericho Hill School	5
Indian residential	12
Private boarding schools	3
Other	5
Maternity Home/Hospital Care	
Maternity homes	12
Special children's hospital	16
General hospitals and extended care units	20
Private hospitals	0
Other	4
Facilities for Mentally Retarded	
Group Homes for the mentally retarded	110
Chrisholme	11
Dr. Endicott's Home, Northern Training Centre, Haven	26
Woodlands, Tranquille, Glendale	204
Other	32
Residential Treatment Programs	
Assessment and planning centres	113
Probation or remand centres	11
Special camps	27
Riverview and other mental health	6
Special treatment outside province	2
Multi-service networks	29
Browndale	27
Specialized resources	124
Children's Foundation	26
Cedar Lodge	35
The Maples	18
House of Concord	4
Detention centres	31
Provincial and federal camps	6
City and provincial gaols	6
Federal penitentiary	4
Resource unidentified	1
Receiving and Group Homes	
Receiving homes	70
Group homes	537
TOTAL	1,545

Act. Children may also come into care through the Family Relations Act, which provides that the superintendent of family and child service is the guardian of any child whose parents have died and for whom no other guardian has been appointed.

Children are also placed in the care of the superintendent when ordered under the provisions of the Juvenile Delinquents Act, when a court determines that such an order is appropriate, where a child has committed a delinquency. A provision of the Family and Child Service Act limits the duration of such an order to a maximum of 12 months, and provides that the child shall be dealt with as though the order had been made under the provisions of the Family and Child Service Act for temporary guardianship.

Foster Homes

Children's resources are provided for under the authority of the Family and Child Service Act (section 3, subsection 2 a and b; section 16, subsection 1) and the Guaranteed Available Income for Need Act (section 2, subsection 1).

Foster homes continue to serve the placement needs of the majority of children-in-care. The purpose of the program is to provide substitute care to meet the physical, social, emotional and developmental needs of children admitted to care. Foster parents are vital to the delivery of child welfare services and are required to have special qualities of dedication and selflessness. Their job is a demanding one which requires patience, understanding and commitment. Foster parents work together with the social worker towards the goal of returning the child home whenever possible. In some cases, when the child is not able to return home, foster parents help prepare the child for permanent placement; ideally, an adoption home or a relative's home.

Monthly payments are made to foster parents to cover the basic costs of the child's care. Where there are extra expenses incurred in caring for the child, a supplementary amount may be paid.

Table 32
Number of Children Discharged from Care of Superintendent of Family and Child Service, by Legal Status, During Fiscal Year 1981-82

Legal Status		Number of Children
Before the Court, F & CS Act		1,161
F & CS Act Wards:		
Permanent	840**	
JDA (F & CS Act)	9	
Others	759	
	1,608	1,608
Family Relations Act Wards and Others		240
Juvenile Delinquents Act Wards (Pre-1981)		142
Wards by Agreement		2,503
Other Provinces' Wards		107
TOTAL DIRECT DISCHARGES FROM CARE		5,761*

* *Children-in-care seven days or less as transients are no longer counted. Of these children, 582 were paid through short-stay billings in 1981-82.*

** *Pre-1968 Protection of Children Act wards are now shown in this table among the permanent wards discharged. Of these wards, 200 were discharged in 1981-82.*

Table 33
Reasons for Discharge of Children-in-Care of Superintendent of Family and Child Service, During 1981-82

Reason for Discharge	Number of Children
Agreements (formerly Non Wards)	
To parents or relatives	2,312
Placed for adoption	48
Transferred to Crown (Correction Act section 37)	6
Independent, 18 or 19 years of age	126
Deceased	6
Subtotal	2,498
Before Court (F & CS Act)	
Withdrawn prior to June, 1981	107
To parents or relatives (usually by orders)	1,052*
Married	1
Deceased	1
Subtotal	1,161
Wards	
To parents or relatives:	
At expiry of original order	354
By court order	613
Independent, 19 years of age	692
Returned to own province	63
Adoption order granted	356
Married	2
Deceased	18
Other	4
Subtotal	2,102
TOTAL DISCHARGES	5,761

* *Children-in-care seven days or less as transients are no longer counted. Of these children, 582 were paid through short-stay billings in 1981-82.*

The ministry funds and works closely with the British Columbia Federation of Foster Parent Associations in a common effort to improve and strengthen the foster care program throughout the province. There are now over 70 local foster parent associations in the province that provide support and training to many of the ministry's 5,000 foster parents. One of the most recently established associations is in Dawson Creek.

In April, 1981, the ministry began funding a newly established position within the British Columbia Federation of Foster Parent Associations. This position was specifically developed to assist the ministry in developing foster care training resources and programs. The Ministry of Education, Ministry of Human Resources and local foster parent associations throughout the province, work together to develop foster care training programs.

The ministry and federation continue to work together on many joint regional and provincial foster care projects in areas such as training, orientation, recruitment, policy review and development, and other special projects.

Table 34
Basic Foster Care Maintenance Rates, Effective January, 1982

Age of Child	Maintenance	Clothing	TOTALS
0-5 years	$139.17	$26.59	$165.76
6-9 years	168.66	32.02	200.68
10-11 years	190.40	37.83	228.23
12-13 years	217.95	38.35	256.30
14-19 years	239.65	45.63	285.28

Specialized Resources for Children

Children whose difficulties are such that they cannot be cared for within a foster family are placed in specialized child-care resources. These resources define goals and provide treatment to children with special needs. Specialized resources for children also provide receiving and assessment services, respite care, and a guaranteed emergency placement capacity for individual children or sibling groups.

Services of specialized resources are purchased by the ministry for children whose difficulties may require them to enter into the care of the superintendent of family and child service for a short or long period. The services are purchased from private individuals, families or private societies.

This program's services are provided under the same statutory authority as foster care services.

The following types of resources comprise Specialized Resources for Children.

Respite Resources

A respite home offers temporary short-term periods of child-care to parents who require relief from caring for a severely handicapped child. These resources usually have a capacity to care for up to six children. The Rosewood Avenue Home was developed in Burnaby in 1981-82.

Receiving and Assessment Resources and Bed Subsidy Homes

These resources provide for guaranteed bed space for children who require them in emergency situations. Some also provide assessment and recommendations in planning for individual children. The capacity of these homes varies usually between two and six children.

Group Homes

One type of group home is for severely mentally or physically handicapped children. These resources provide care for children whose families are no longer able to care for them but who usually maintain contact. Chaffey Avenue Home was developed in Burnaby in 1981-82 for five multiply handicapped adolescents.

Another type of group home provides care to behaviourally or emotionally disturbed children with specific treatment goals. These homes provide treatment aimed at meeting specific goals and returning the children to their own homes or communities. They also provide skilled, effective parenting and child-care services, in addition to programs which may include group and individual counselling, group and individual recreation, planned family contact, support services to children's parents when appropriate and consultation with community agencies.

A third type of group home provides care for older children who do not have any significant disturbances, but who are more comfortable in a group setting than in a foster home. Group homes have the capacity to care for three to eight children.

This program provides specialized care and treatment in a family setting for one or two severely handicapped or disturbed children in the care of the superintendent of family and child service. Special care homes provide individualized treatment plans based on specific goals for children for whom the

alternative might be institutional care.

Through such resources as special care homes, group homes and other specialized resources for children, the ministry is able to continue working towards deinstitutionalization. Eventually, all children presently living in institutions will be integrated into their own communities in small residential resources.

Specialized Residential Resources

These resources provide 24-hour care to children who are severely emotionally disturbed or physically disabled. Some of these facilities provide receiving and assessment services; others provide time-limited placements outlining specific goals and plans for each child. The ministry purchases the services of child-care workers to provide care from nonprofit societies. During 1981-82, an assessment and reception centre was developed and began operating in West Vancouver.

Specialized Non-residential Resources

The ministry purchases services from nonprofit societies for disturbed or disabled children who are able to remain in their own home. As with residential resources, the services provided are goal-oriented and include counselling, as well as training in those parenting skills necessary to maintain a child with special needs in his own home or a foster home.

During 1981-82, a program called Project Sea Adventure was established in Prince Rupert for children aged 8 to 12 years with behaviour problems. The program, operated in conjunction with the City of Prince Rupert, the Ministry of Attorney General and the Ministry of Education, provides support services to these children within their own families.

Intensive Child-Care Resources

Intensive child-care resources (ICCR) have been in the planning stages for over two years. The need for very special resources was recognized for a very small number of severely disturbed children in the province who are not able to benefit from any other services or resources provided through the Ministry of Human Resources. Most of these children have been referred to the Regional Interministerial Children's Committee for joint planning.

Regional plans to develop intensive child-care resources vary as each of the ministry's five macro regions has developed programs to meet the needs for these services within its area.

The types of ICCR's may range from residential resources for up to five children, to contracting for services for an individual child. Some programs are already in place, others are planned to start during 1982-83 fiscal year. A provincial evaluation system for ICCR's will be established by divisional, regional and program staff.

Intensive child-care resource programs were implemented in 1981-82 in Regions 11/20 (Victoria West/Victoria East) and Region 10 (Vancouver Island North of Malahat). In Region 10, two boys with severe psychiatric and behaviour problems were placed in a specialized home operated by highly skilled caregivers. Within seven months, both boys' behaviour and academic performance had improved dramatically, enabling them to be placed into more normal community resources.

Table 35
Number of Specialized Resources, 1980-81 and 1981-82

	1981-82	1980-81
Respite Homes	8	8
Receiving, Assessment and Bed Subsidy	54	68
Group Homes		
Mentally or physically handicapped	9	12
Behaviourally or emotionally disturbed	115	115
Special Care Homes		
Mentally or physically handicapped	142	49
Behaviourally or emotionally disturbed	156	190
Specialized Residential Resources		
Mentally or physically handicapped	21	24
Behaviourally or emotionally disturbed	43	54
Specialized Non-residential Resources	38	21

Capacity has risen from 1,700 in 1980-81, to 1,824 in 1981-82 for residential resources.

Table 36
Specialized Resources for Children, Expenditures, 1980-81 and 1981-82

	1981-82	1980-81
Specialized resources	$41,909,072	$31,563,043
Out of province specialized resources	86,011	41,330
TOTALS	$41,995,083	$31,604,373

ADOPTION SERVICES

The Adoption Act establishes the same legal rights and obligations that exist between children and their birth parents, between children and their adoptive parents. The program operates under the statutory authority of this act.

The ministry maintains a registry in Victoria of studied and approved adoption homes. Infants and children who are available for adoption are referred to the adoption registry by local ministry offices. Registry staff forward a selection of approved adoption homes for local ministry staff, and the birth parents, if they are involved in the planning, to consider.

The number of people who wish to adopt infants still far exceeds the number of infants who are available for adoption. At the same time, homes are still required for children with special needs. These children may be older, a sibling group needing placement together, or have physical or mental handicaps. New approaches to recruiting adopting homes are being considered on behalf of this group of children.

Non-ministry adoptions are those where the placements have been made privately. As with ministry adoptions, unless the child and the adopting parents are related, a private adoption placement must also be referred to the ministry for study and for preparation of a report and recommendation to the Supreme Court regarding the granting of an adoption order. If the child is related by blood to one of the adopting parents, the ministry becomes involved only if the Supreme Court directs that an inquiry be carried out.

Table 37
Children Placed for Adoption by the Ministry of Human Resources, 1980-81 and 1981-82

	Category	1981-82	1980-81
Placed From:	Regions 1-20	631	676
	Other Provinces	18	21
	Other Countries	37	20
	TOTALS	686	717
Placed To:	Regions 1 - 20	681	717
	Other Provinces	3	0
	Other Countries	2	0
	TOTALS	686	717

Table 38
Number of Adoption Placements Made by Ministry of Human Resources, by Type of Placement, 1980-81 and 1981-82

Type of Placement	1981-82	1980-81
Hospital to adoption	218	270
Foster home to adoption - another home	412	348
Foster home to adoption - same home	56	99
TOTALS	686	717

Table 39
Adoption Reports Submitted to the Supreme Court, 1980-81 and 1981-82

Type	1981-82	1980-81
Step-parent	11	42
Relative	12	13
Private	64	46
TOTALS	87	101

Table 40
Approved Adoption Homes, as at March 31, 1981 and 1982

Category	1982	1981
Healthy caucasian infants	124	401
Healthy caucasian infants or children with special needs	279	262
Children with special needs	289	313
TOTALS	692	976

Table 41
Number of Children Placed for Adoption, 1980-81 and 1981-82

Category	1981-82	1980-81
Healthy caucasian infants	354	350
Children with special needs	332	367
TOTALS	686	717

Table 42
Number of Children Placed for Adoption by the Ministry of Human Resources, by Age, 1980-81 and 1981-82

Age	1981-82	1980-81
0 - 23 months	522	541
2 - 5 years	109	113
6 - 12 years	47	58
13 years and over	8	5
TOTALS	686	717

Post-Adoption Services

The Post-Adoption Services section responds to requests for information on completed adoption files. The number of requests has increased annually for the past several years. Post-Adoption services are provided under the statutory authority of the Guaranteed Available Income for Need Act, (section 1 [e], section 6) and Regulations (section 7) and the Adoption Act (section 15).

The overriding principle in responding to requests is that, in line with the intent of section 15 of the Adoption Act, no identifying information and no information which might lead to identifying information is provided. The most frequent requests for information are from adoptees who wish to have social, medical or genetic background information, and from birth parents who wish to have information about the adoption home in which their child was placed or progress reports on the child. Some adoptees request identifying information about their birth parents and some birth parents wish to locate the child they placed for adoption. This information is not available under the present statute and policy.

Table 43
Inquirers and Their Relationship to Adoptees, 1980-81 and 1981-82

Inquirer	1981-82	1980-81
Adoptee him herself	360	321
Adoptee's biological mother	206	131
Adoptee's biological father	17	20
Adoptee's siblings or half-siblings	26	33
Other relatives of adoptee	11	12
Other than adoptee or member of his biological family (includes adopting parents, MHR district offices, other provinces' child welfare departments, doctors, lawyers, Department of Indian Affairs)	421	426
TOTALS	1,041	943

Table 44
Number and Types of Requests, 1980-81 and 1981-82

Type of Request	1981-82	1980-81
Social background	497	515
Medical background	247	235
Services related to genetics	8	19
Birth parents or siblings wanting news of child placed for adoption	144	119
Help with post-adoption reunions	71	77
Parents wanting it on record that they would be willing to meet child if he/she asks to meet them	68	37
Confirmation of adoption	65	63
Miscellaneous	287	215
*TOTALS	1,387	1,280

** The number of inquiries exceeds the number of inquirers because many inquirers request more than one service.*

LOWER MAINLAND SPECIAL SERVICES

Lower Mainland Special Services is responsible for providing a variety of services to Vancouver and Lower Mainland areas. As well, the division is responsible for operating the Helpline for Children, which serves the entire province.

The Family and Child Service Act, Guaranteed Available Income for Need Act, Child Paternity and Support Act, Family Relations Act, and Systems Act (specific to the Systems Team) provide the statutory authority for Lower Mainland Special Services.

Staff of the 13 special service teams complement the services available through ministry district offices by providing specialized, consultative and after hours assistance to both ministry staff and clients.

Lower Mainland Special Services operates from three locations: Vancouver, New Westminster and Cloverdale. Five broad areas of service are provided: Emergency Services and the Helpline for Children, Emergency Shelters, Child Abuse Teams, Medical Clinic and Clinical Services, and In-Home Services.

During 1981-82, the division's services were refined to meet the changing needs of regions in Vancouver and the Lower Mainland. Volunteer Services was decentralized; responsibility for the Senator Hotel program was transferred to Region 17 (Vancouver West); a new Emergency Services Team was established in Cloverdale to provide after hours service to Regions 6 (Fraser Valley), 18 (Surrey), and White Rock in Region 12; Valley House, an eight bed resource for teenagers was set up in New Westminster; and, responsibility for three hostels, Lookout, Triage and Connection, for clients with drug and/or alcohol dependencies, was transferred to the Ministry of Health. Child Paternity and Support Services for Vancouver was centralized under the aegis of Lower Mainland Special Services.

In September 1981, a contract was signed with two physicians to provide medical services for sexually assaulted or abused children. In the following six month period of the pilot project,

69 children, ranging from 11 months to 19 years of age, were assessed. Clinical services provided to these children included medical treatment as required, short-term counselling and referral, if necessary. The two physicians also devoted considerable time and energy to educating and generating interest among their medical colleagues in this area of practice.

Emergency Services

The three Emergency Services Teams in Coquitlam, Vancouver and Cloverdale, provide emergency social and health services 24-hours a day, seven days a week. The teams respond to calls and referrals concerning child welfare, child abuse and neglect, family counselling and disputes, juvenile problems and repatriation, emergency income assistance and personal crises. The Emergency Services Teams work in cooperation with the Metropolitan Board of Health, the Police Department and RCMP, Corrections Branch of the Ministry of Attorney General, and other organizations.

The largest of the teams, Vancouver Emergency Services, operates three additional programs: the Helpline for Children, the Streetwork Program and the Stress Car or Car 86.

Table 45
Emergency Services Provided, Vancouver and Coquitlam, 1981-82

Type of Service Provided	Vancouver	Coquitlam	Total
Homemakers	260	209	469
Shelter	13,478	811	14,289
Child welfare placement	219	564	783
Repatriation	413	20	433
A Form (general application form used by income assistance clients)	36	43	79
Cash	1,288	269	1,557
Drug authority	248	21	269
G Form (goods and services authorization voucher for income assistance clients)	1,182	219	1,401
Meal Ticket	6,900	3	6,903
Multi-use ticket (for use at 44 Club in Vancouver only)	58	—	58
Taxi	2,779	533	3,312
Other	3,046	334	3,380

Table 46
Vancouver Emergency Services Statistics, 1981-82

	Total Services**	APP*	CBC*	CIC*	GEN*	JDA*	PROB*	STC*	SUP*	TOTALS	Abuse	Neglect	Sexual Abuse	TOTALS
April 1981	6,988	35	65	448	1,251	8	2	66	3	1,878	107	163	16	286
May 1981	6,062	36	91	467	1,476	0	2	78	3	2,153	123	153	16	292
June 1981	5,765	53	112	317	1,357	7	2	53	4	1,905	124	132	20	276
July 1981	5,615	39	102	392	1,069	3	2	29	6	1,642	100	101	10	211
August 1981	6,218	69	121	366	1,736	2	1	34	14	2,343	148	191	38	377
September 1981	6,131	61	139	505	1,615	3	5	36	7	2,371	137	150	40	327
October 1981	6,272	68	134	623	1,664	1	2	43	4	2,539	162	158	27	347
November 1981	5,619	22	141	626	1,427	2	2	58	22	2,300	98	97	22	217
December 1981	4,661	25	86	515	1,093	1	8	45	20	1,793	98	90	22	210
January 1982	5,828	40	66	706	1,522	1	8	37	11	2,391	134	114	38	286
February 1982	5,091	18	54	619	1,367	2	11	29	15	2,115	106	127	26	259
March 1982	5,446	40	83	600	1,361	0	9	19	12	2,124	117	159	27	303
TOTALS	69,696	506	1,194	6,184	16,938	30	54	527	121	25,554	1,454	1,635	302	3,391

* **LEGEND:** APP Apprehensions; CBC Children Before the Court; CIC Children-in-Care; GEN Children with no Legal Status; JDA Juvenile Delinquents Act Wards; PROB Probationary Status Wards; STC Short-term Custody Agreement Wards; SUP Supervision Order

** *Total services include Helpline calls, services provided by Car 86, all inquiries, all other services outlined in this table and emergency services provided by Vancouver in Table 45.*

Table 47
Coquitlam Emergency Services Statistics, 1981-82

	Total Services**	APP*	CBC*	CIC*	GEN*	JDA*	PROB*	STC*	SUP*	TOTALS	Abuse	Neglect	Sexual Abuse	TOTALS
April 1981	1,028	15	16	123	369	1	8	17	0	549	62	55	5	122
May 1981	1,128	12	23	153	518	5	1	52	0	764	51	60	4	115
June 1981	952	10	9	99	501	0	2	21	0	642	62	53	8	123
July 1981	1,341	15	14	216	517	0	4	14	0	780	51	62	8	121
August 1981	1,548	18	13	194	572	0	3	22	0	822	82	84	22	188
September 1981	1,477	17	16	162	512	1	3	11	0	722	48	74	10	132
October 1981	1,583	17	8	153	568	0	0	24	1	771	51	52	7	110
November 1981	1,684	15	16	191	662	0	0	10	0	894	84	62	14	160
December 1981	1,559	15	12	150	481	0	0	25	0	683	68	46	20	134
January 1982	2,145	22	4	149	644	3	1	14	4	841	85	49	22	156
February 1982	1,741	26	23	173	589	0	0	18	0	829	59	67	14	140
March 1982	1,965	32	16	182	705	1	0	23	4	963	65	63	14	142
TOTALS	18,151	214	170	1,945	6,638	11	22	251	9	9,260	768	727	148	1,643

* **LEGEND:** APP Apprehensions; CBC Children Before the Court; CIC Children-in-Care; GEN Children with no Legal Status; JDA Juvenile Delinquents Act Wards; PROB Probationary Status Wards; STC Short-term Custody Agreement Wards; SUP Supervision Order

*** Total services include Helpline calls, services provided by Car 86, all inquiries, all other services outlined in this table and emergency services provided by Coquitlam in table 45.*

Table 48
Zenith Helpline Statistics*, 1981-82

	Total Number of Calls	Abuse	Neglect	Sexual Abuse	Family Counselling	Individ. Counselling	Information	E/S Field visits	Hospital	Police	Worker	Car 86	App. by E/S	Memos on Serious
APR	1,045	71	62	8	27	260	536	9	4	12	27	2	0	116
MAY	912	63	54	9	40	227	500	6	0	5	12	3	2	101
JUN	959	70	70	11	25	241	530	5	1	13	24	3	0	120
JUL	1,059	62	41	6	38	284	538	7	0	23	10	4	3	112
AUG	1,699	109	110	23	52	528	744	20	1	36	14	11	N/A	234
SEPT	1,473	90	76	19	59	421	701	3	0	47	13	2	2	194
OCT	1,230	101	67	11	69	347	602	4	0	27	13	6	0	171
NOV	1,000	65	43	17	47	263	529	8	0	22	9	0	1	136
DEC	749	56	34	15	40	214	365	4	0	18	14	3	1	117
JAN	976	71	53	27	80	278	501	4	0	29	26	2	2	116
FEB	887	67	59	12	47	242	473	4	0	14	25	3	0	110
MAR	890	76	58	10	59	231	498	9	1	16	20	3	1	141
TOTALS	12,879	901	727	168	583	3,536	6,517	83	7	262	207	42	12	1,668

** These figures do not reflect the actual number of calls made to the Helpline as some calls may relate to more than one area of concern and are, therefore, reported under more than one category.*

These figures do not reflect the total volume of calls made to the Helpline as all calls made during the week from 8:30 a.m. to 4:30 p.m., outside Vancouver and Burnaby, are automatically routed to the caller's nearest ministry district office. This table reflects only those calls made from Vancouver and Burnaby, and calls made after working hours and during the weekends from elsewhere in the province.

Helpline for Children

Social workers respond to calls on the province-wide Helpline for Children, a 24-hour child abuse zenith line. Most of the calls relate to child abuse and neglect and may involve telephone counselling. Calls on the Helpline are followed up by the local district office in the area where the calls originate.

Streetwork Program

The Streetwork Program provides specialized social services to street youth in downtown Vancouver. Emergency services, counselling and referrals are provided to these juveniles.

Stress Car

The Stress Car is staffed by a social worker and a plain clothes police officer. Responding primarily to family dispute situations and social service crises requiring both social work and police expertise, approximately 125 referrals are handled by the Stress Car each month.

Emergency Shelters

The Emergency Shelters program provides security for women, children and families who are in crisis situations by placing them in specialized

Table 49
Monthly Percentage of Helpline Statistics by Caller Referral, 1981-82

	1981 APR	MAY	JUNE	JUL	AUG	SEPT	OCT	NOV	DEC	1982 JAN	FEB	MAR
C/F	1	1	-	-	-	-	1	-	1	1	1	1
C/N	1	-	-	-	-	1	-	-	-	-	1	-
C/O	1	1	1	-	1	1	1	1	1	1	-	-
C/S	16	21	20	21	20	24	23	23	24	28	26	22
E/S	1	1	1	-	-	1	1	-	1	1	1	1
FAM	4	4	3	4	3	5	6	5	4	6	5	4
FP	1	1	-	1	1	1	1	1	1	-	1	-
GH	1	-	-	-	-	-	-	-	-	-	1	1
MHR	1	1	1	1	1	1	1	1	1	1	1	1
D/O	1	1	1	1	-	1	-	1	1	1	-	1
N	5	5	6	4	6	5	6	3	3	4	4	4
OTH	8	7	9	7	6	8	7	8	8	9	9	9
OOP	-	-	-	-	-	-	-	-	-	-	-	-
PAR	4	7	4	4	4	8	5	7	8	5	4	3
PC	1	1	1	1	1	1	1	1	1	1	1	1
PROF	1	1	1	1	-	1	1	1	2	1	1	1
RES	1	-	1	1	-	-	-	1	-	1	1	1
SELF	30	30	32	34	29	21	25	28	26	28	27	34
INC/CRANK	21	16	17	19	28	20	17	16	17	12	14	11
Hours on phone by E/S with callers	198	149	173	177	310	256	221	183	131	198	159	181

LEGEND:

C/F	Child calling about a problem with another child in the family.
C/N	Child calling about a problem of a neighbour.
C/O	Child calling for other reasons, e.g. calling about a friend with a problem, or to obtain information, etc.
C/S	Child calling about a self-related problem.
E/S	Call referred by Emergency Services staff.
FAM	Family member calling about a problem within the family.
FP	Call from a foster parent.
MHR	Call from a Ministry of Human Resources staff member, other than ministry district office staff.
D/O	Call from Ministry of Human Resources district office staff.
N	Call from a neighbour.
OTH	Calls that do not fall under other listed categories.
OOP	Call from person who lives outside the province and who has heard about the Helpline.
PAR	Call from a parent who may wish counselling.
PC	Call from a police constable or RCMP when the situation involves a child welfare concern.
PROF	Call from family service agencies, doctors, school teachers, lawyers, hospital staff, etc. who suspect neglect or abuse of a child.
RES	Staff in resources who suspect abuse or neglect of a child.
INC/CRANK	Call where the person hangs up before the call is completed or where the person is obviously testing the line only.
SELF	Call from a person about themselves and the worker is unsure whether the caller is a child.

resources where skilled care and support is available. Accommodation is also offered through this program to eligible men and women who require short-term financial assistance. The majority of referrals to these resources are made through the computerized bed index operated by the Income Assistance section of Vancouver Emergency Services.

Transition House

Transition House has been operating since 1973 as a short-term refuge for battered women and their children. It provides a safe environment for these women while they examine their situations and consider the alternatives available to them. The house provides food and shelter as well as counselling, liaison and advocacy services, and information on medical, legal and social services.

From April 1981 to March 1982 , 442 women and children were placed at Transition House of which 140 were women with children, and 91 were single women.

Child Abuse Teams

There are two Child Abuse Teams, one in Vancouver and one in the Fraser Valley. Social workers on these two teams are consultants specialized in child abuse and neglect, and sexual abuse, with expertise in recognition, intervention, reporting and follow-up procedures. The teams give advice, information and support to social workers and other professionals in the Vancouver and Lower Mainland regions. They also provide staff training for district offices in these areas. Every three months, approximately 100 people are trained by the Child Abuse Teams at regional, inter-regional and city-wide workshops.

Table 50
Types of Abuse, Vancouver Child Abuse Team, 1981-82

		Breakdown of Cases			
	Total Cases*	Physical Abuse	Neglect	Sexual Abuse	Emotional Abuse
April 1981	60	24	14	22	7
May 1981	41	14	5	20	5
June 1981	55	20	7	23	3
July 1981	30	11	3	14	1
August 1981	47	18	8	22	9
September 1981	44	8	5	25	5
October 1981	60	16	13	20	3
November 1981	64	17	3	26	8
December 1981	38	9	5	18	2
January 1982	45	17	8	25	2
February 1982	45	13	5	32	5
March 1982	42	16	4	37	7

Table 51
Types of Abuse, Fraser Valley Child Abuse Team, 1981-82

		Breakdown of Cases			
	Total Cases*	Physical Abuse	Neglect	Sexual Abuse	Emotional Abuse
April 1981	56	20	17	30	4
May 1981	53	15	6	34	1
June 1981	41	10	2	26	5
July 1981	50	21	5	29	4
August 1981	48	16	6	28	4
September 1981	39	11	5	24	3
October 1981	49	14	2	34	3
November 1981	68	24	10	43	3
December 1981	72	19	7	50	4
January 1982	63	10	10	45	2
February 1982	72	16	7	57	3
March 1982	52	16	7	35	1

** Many cases consist of more than one type of abuse/neglect. Therefore, the total number of cases may differ from the total types of abuse.*

Child Abuse Team staff also train and coordinate the work of 25 to 35 volunteers who present information on child abuse and neglect to the community, particularly to secondary school students, under an agreement with local school boards. Volunteers also give workshops, talks, and seminars to lay and church groups, and other community organizations.

Associated with the child abuse teams is the Post Partum Counselling program whose team of social workers and volunteers assist parents coping with difficulties following the birth of a child. Volunteers working in the program have experienced post partum depression themselves and have benefitted from the program. The team works with an average of 70 women and their families each month. Referrals to post partum counselling are made through public health nurses, pre-natal classes, women's resource centres, and physicians.

Medical and Clinical Services

The Medical Clinic and Clinical Services program provides comprehensive medical and psychiatric services to children in the ministry's care. The program includes day-to-day medical care, and consultation for social workers, child-care workers, foster parents and natural parents on health problems.

Additional services include medical examinations for abused children, medical examinations for adoptions, yearly health assessments and planning for handicapped children, adolescent counselling, workshop presentations on health care, and consulting services to foster parents and social workers for children with special needs.

During 1981-82, the Medical Clinic served 2,311 patients.

In-Home Services

The In-Home Services program provides homemaker services for low income and income assistance families under stress. The program provides relief for overburdened mothers, and a teaching service in the areas of nutrition, budgeting, meal preparation and household management. The service is temporarily provided to alleviate parental stress, prevent family breakdown and ultimately, to avoid apprehension of children. Emergency homemaker services are also available after hours through Vancouver Emergency Services.

SECTION IV

Income Assistance

INTRODUCTION TO PROGRAMS AND SERVICES

Income Assistance programs and services are authorized under the Guaranteed Available Income for Need (GAIN) Act. This legislation was passed in 1976, replacing the Social Assistance Act of 1945. The GAIN Act provides for a variety of financial and social services aimed at relieving poverty and providing a basic standard of living, and assisting persons in need to become independent and self-supporting.

Income Assistance programs and services are administered by 20 regional Ministry of Human Resources offices through 155 district offices. These programs and services are divided into two sections: Financial Assistance and Adult Rehabilitation.

FINANCIAL ASSISTANCE

Eligibility for income assistance benefits is based on an objective measurement of needs and financial circumstances. Administrative procedures are continually being improved so benefits can be provided quickly and efficiently to eligible recipients. Similarly, policies affecting the provision of services are regularly reviewed with government and ministry direction.

To protect the rights of persons applying for assistance, the ministry has an appeal process. Applicants who feel that a wrong decision has been made in their case can appeal through an administrative review and tribunal. A standardized appeal kit is readily available to all applicants.

Financial Assistance is provided through three types of GAIN programs: GAIN Basic Income Assistance; GAIN for Handicapped; and GAIN Seniors' Supplement. In addition to GAIN programs, the ministry offers a range of support services to GAIN recipients to meet individual needs and to assist in maintaining or improving personal levels of independence.

GAIN Basic Income Assistance

GAIN Basic Income Assistance, administered under the Guaranteed Available Income for Need Act, provides financial assistance to persons to help meet basic living expenses. Basic Income Assistance consists of a shelter variable, determined partly by the family's actual shelter costs, and a support allowance, based on the number of persons in the family.

Monthly benefits are available to eligible persons aged 19 to 64, most of whom require assistance for a short term only. In October, 1981, the ministry introduced policy initiatives to assist employable recipients. New criteria were introduced, emphasizing the purpose of income assistance as a temporary measure designed to assist recipients in their goal to become financially independent. Recipients who are unable to work because they lack skills or experience, may participate in one of the ministry's employment preparation programs through the Individual Opportunity Plan, to increase their chances of finding work.

Persons determined employable, in accordance with GAIN Regulations, are required to actively seek employment. Under the new regulations, employable persons may receive assistance for a limited time only before they must reapply. Under these amendments, unemployable persons may receive a higher rate of assistance on an ongoing basis. Persons who work part-time or full-time at low wages, may qualify for an income supplement from the ministry to bring their income up to the income assistance rate for their family size.

GAIN Basic Income Assistance is also provided for children living with relatives. This assistance is provided at the same rate as established by the ministry for foster children. While the ministry's goal is to keep parents and children together wherever possible, in circumstances such as a parental illness or desertion, children must sometimes be placed in other homes. Placing a child with a relative provides continuity and may result in less upset for the child.

In 1981-82, the benefit levels in the program's shelter variable and support allowance components were increased to provide an average increase in benefit levels of 12 per cent. These increases were made to assist recipients to keep up with cost of living increases and escalating shelter costs throughout the province.

The Financial Assistance Worker Committee, developed in the ministry's Regions 12 (Richmond, Delta, White Rock) and 18 (Surrey), continues to work with the Income Assistance division in solving problems associated with administering financial assistance. Several times each year, representatives of this committee meet with Income Assistance division staff and Income Assistance coordinators from other regions.

1981-82 saw a major thrust in planning for Emergency Social Services. The ministry developed new policy outlining a system for meeting

Table 52
Average Monthly Number of Recipients (Including Dependents), GAIN Basic Income Assistance, 1977-78 to 1981-82

Year	Number of Recipients
1981-82	130,392
1980-81*	124,280
1979-80	115,914
1978-79	114,622
1977-78	113,939

* *GAIN for Seniors (60-64) was incorporated into GAIN Basic Income Assistance as of July 1, 1980. The 1980-81 figure includes the average monthly number, from July 1, 1980 to March 31, 1981, of approximately 6,000 GAIN for Seniors (60-64) recipients.*

Table 53
Average Number of Income Assistance Recipients Per Month, by Category, 1981-82

Category	1981-82
Heads of Family	33,375
Single Persons	33,698
Total Case Load	67,073
Dependents	63,319
Average Monthly Total	130,392

Table 54
GAIN Basic Income Assistance, Number of Cases** Per Month, 1981-82

Month	Cases Closed*	Cases Opened*	Increase/ Decrease	Total Cases
April 1981	8,317	8,518	+ 201	57,060
May 1981	9,205	7,606	− 1,599	55,461
June 1981	8,518	7,827	− 691	54,770
July 1981	8,413	9,281	+ 868	55,638
August 1981	9,196	9,150	− 46	55,592
September 1981	8,843	10,022	+ 1,179	56,771
October 1981	11,031	8,706	− 2,325	54,446
November 1981	9,465	9,789	+ 324	54,770
December 1981	8,147	12,292	+ 4,145	58,915
January 1982	9,427	11,384	+ 1,957	60,872
February 1982	9,767	12,230	+ 2,463	63,335
March 1982	9,908	12,349	+ 2,441	65,776

* *Cases Closed: Those clients who did not receive income assistance in the current month but received income assistance in the previous month.*

* *Cases Opened: Those clients who received income assistance in the current month but did not receive income assistance in the previous month.*

** *Cases reflect number of applicants (includes single persons and family heads only, not dependents). These figures do not include Child-in-Home of Relative, or cases where one person is 60-64, handicapped, or age 65 and over.*

Table 55
Income Assistance Rates (Applicable During First Four Months of Eligibility), Effective April 1981

Unit	Support	Maximum Shelter	Total
1 (aged 19-59)*	$150	$170	$320
2	240	300	540
3	315	360	675
4	365	400	765
5 (and more)	+ 50 (each unit)	+ 20 (each unit)	

* *For aged 60-64, see Table 56*

Table 56
Basic Income Assistance Rates (Applicable After Four Consecutive Months), Effective April 1981**

Unit	Support	Maximum Shelter	Total
1 (aged 19-30)	$150	$170	$320
1 (aged 31-64)	205	170	375
2 (aged 19-30)	240	300	540
2 (aged 31-64*, or parent and child)	295	300	595
3	350	360	710
4	400	400	800
5 (and more)	+ 50 (each unit)	+ 20 (each unit)	

* *For a couple, both aged 60-64, add $25 to the basic rate.*

** *Effective October 1981, only persons determined unemployable may receive these increased rates after four consecutive months; employable persons would continue to receive income assistance rates outlined in Table 57*

Table 57
GAIN Basic Income Assistance, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82*	$369,662,661
1980-81	270,380,951
1979-80	227,145,681
1978-79	158,074,606
1977-78	157,479,474

* *For fiscal year 1981-82, the statistics include the benefits paid to handicapped persons and their dependents.*

Table 58
Number of Cases of Income Assistance, by Category and Regions, as of March 31, 1982

Category	Region 1 (Vancouver East)	Region 2 (Vancouver Burrard)	Region 3 (Okanagan)	Region 4 (Kootenays)	Region 5 (Prince George/ Cariboo)	Region 6 (Fraser Valley)	Region 7 (Prince Rupert/ Bulkley Valley)	Region 8 (North and South Peace River)
Single Men	987	3,217	1,053	688	1,273	957	599	552
Single Women	662	1,488	774	476	704	706	271	239
One Parent Family	742	937	1,876	984	2,008	1,837	679	610
Two Parent Family	183	187	676	413	870	775	289	248
Couples	173	333	427	187	360	315	113	130
Child with Relative Dependents:	59	43	107	110	308	139	209	96
Children	1,556	1,653	4,670	2,603	5,658	5,003	1,933	1,822
Spouses	356	520	1,103	600	1,230	1,090	402	378
TOTAL CASES	2,806	6,205	4,913	2,858	5,523	4,729	2,160	1,875
TOTAL RECIPIENTS	4,718	8,378	10,686	6,061	12,411	10,822	4,495	4,075

Category	Region 9 (Kamloops Mainline)	Region 10 (Vancouver Island - North of Malahat)	Region 11 (Victoria West)	Region 12 (Fraser South)	Region 13 (Fraser North)	Region 14 (North Shore/ Sunshine Coast)	Region 15 (Vancouver Downtown Strathcona)	Region 16 (Vancouver South)
Single Men	1,025	1,822	838	598	1,436	845	4,589	1,242
Single Women	609	1,110	494	448	959	491	687	871
One Parent Family	1,557	2,668	1,133	902	1,256	953	168	1,246
Two Parent Family	609	1,079	324	204	264	235	95	351
Couples	330	495	150	152	284	152	213	257
Child with Relative Dependents:	161	195	76	45	83	49	16	63
Children	4,062	6,967	2,570	2,002	2,630	2,102	489	2,884
Spouses	939	1,574	474	356	548	387	308	608
TOTAL CASES	4,291	7,369	3,015	2,349	4,282	2,725	5,768	4,030
TOTAL RECIPIENTS	9,292	15,910	6,059	4,707	7,460	5,214	6,565	7,522

Category	Region 17 (Vancouver West)	Region 18 (Surrey)	Region 19 (Coquitlam/ Maple Ridge)	Region 20 (Victoria East)	PROVINCIAL TOTALS
Single Men	689	741	679	653	24,483
Single Women	410	542	442	475	12,858
One Parent Family	394	1,561	1,196	815	23,522
Two Parent Family	84	398	292	171	7,747
Couples	88	200	164	121	4,644
Child with Relative Dependents:	28	76	81	49	1,993
Children	804	3,558	2,635	1,657	57,258
Spouses	172	598	456	292	12,391
TOTAL CASES	1,693	3,518	2,854	2,284	75,247
TOTAL RECIPIENTS	2,669	7,674	5,945	4,233	144,896

Total figures include cases where one person is 60-64, handicapped or age 65 and over.

the basic needs of people following a declared civil emergency such as a flood, fire or earthquake. The objective of this policy is to provide essential emergency services to victims during a civil disaster, encompassing an Emergency Social Services (ESS) delivery system, Emergency Financial Assistance procedures and printed individual Disaster Response Plans for every community in the province.

Regional managers and ministry staff throughout the province have assumed responsibility for the development of ESS plans at the municipal-community level through the appointment of local ESS directors. Administrative staff from the ministry's 20 regions and from Lower Mainland Support Services have been chosen to attend a week long ESS training course at the Federal Study Centre in Arnprior, Ontario.

Planning for ESS has included the coordinators of volunteer organizations and citizens with specific roles in the Red Cross and Salvation Army. A close working relationship has also been established by the ministry with other emergency services networks, particularly the Provincial Emergency program in the Ministry of Environment, the Ministry of Health, and communications and police departments.

Ongoing training programs in ESS response have been developed to enable staff to effectively serve victims anywhere in British Columbia in the event of a disaster.

As well, in January, 1982, a project team consisting of ministry staff and system analysts of the British Columbia Systems Corporation began work to research the feasibility of introducing an on-line computer system for GAIN programs. A target date of June, 1982, was set for the completion of the application feasibility study.

During the last six months of the 1981-82 fiscal year, the ministry witnessed a growing increase in the number of persons applying for income assistance benefits as a result of the economic downturn. However, despite this increase a large number of recipients went off income assistance each month, either through employment or by obtaining other sources of income, such as unemployment insurance benefits.

Table 59
Employability Status of Income Assistance Cases, Average for Year, 1977-78 to 1981-82

Year	1981-82	1980-81	1979-80	1978-79	1977-78
Employable	30,333	27,587	24,867	23,089	19,966
Unemployable	36,571	35,608	31,406	31,784	34,165

Table 60
Employability Status of Income Assistance Cases*, by Region, as of March 31, 1982

Region	Employable	Unemployable
1	1,141	1,665
2	3,392	2,813
3	2,282	2,631
4	1,412	1,446
5	2,439	3,084
6	2,103	2,626
7	1,136	1,024
8	910	965
9	2,213	2,078
10	3,721	3,648
11	1,142	1,873
12	965	1,384
13	1,916	2,366
14	1,418	1,307
15	2,859	2,909
16	1,846	2,184
17	835	858
18	1,450	2,068
19	1,373	1,481
20	861	1,423
TOTALS	35,414	39,833

* *Figures include cases where one person is 60-64, handicapped or age 65 and over.*

GAIN for Handicapped

GAIN for Handicapped benefits are provided to persons who qualify as handicapped under the guidelines specified in the GAIN Act Regulations.

To qualify for the monthly handicapped benefits, applicants must be between the ages of 18 and 64, and must meet financial eligibility requirements in terms of assets and other income. Applicants must also have their physician, or a specialist where appropriate, submit a report to the Medical-Social Committee of the Ministry's Health Care division to determine if their handicap is within policy definition.

Since April 1979, GAIN for Handicapped benefits have been increased each quarter, in January, April, July and October. As of January, 1982, the maximum monthly benefit for a single handicapped person was $519.28. Benefits vary based on the recipient's family size and shelter costs.

The ministry continues to provide medical benefits for handicapped recipients who obtain employment. Handicapped clients who obtain employment but cannot remain in the work force may resume receiving GAIN for Handicapped benefits.

Table 61
Number of Persons in Receipt of GAIN for Handicapped, as of March 31, 1978 to 1982

Year	Number of Persons*
1982	14,040
1981	13,726
1980	13,469
1979	12,526
1978	11,568

** The statistics do not include the number of dependents of handicapped persons.*

GAIN Seniors' Supplement

GAIN Seniors' Supplement provides benefits to supplement the federal government's Old Age Security, Guaranteed Income Supplement and Spouses' Allowance programs. This program operates under section 2 of the Guaranteed Available Income for Need Act.

Since the inception of the Federal Spouses' Allowance Program in October, 1975, the GAIN Seniors' Supplement has been made available to eligible spouses (aged 60-64) of pensioners. Over the year, the Canada Pension Plan benefits have continued to increase and encompass more persons who have reached retirement age. This has steadily reduced the number of pensioners eligible for the GAIN Seniors' Supplement. At March 31, 1982, 59,562 persons were receiving the GAIN Seniors' Supplement.

Persons eligible for the GAIN Seniors' Supplement are paid automatically, based on information supplied by the federal Old Age Security division of Health and Welfare Canada.

Table 62
GAIN Seniors' Supplement, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$22,238,463
1980-81	25,101,262
1979-80	28,104,256
1978-79	31,047,412
1977-78	34,991,773

Other Services and Benefits

Under the provisions of GAIN legislation, a range of supplementary benefits are available to GAIN recipients who qualify. These services provide financial benefits for extraordinary expenses to help recipients become independent.

School Start-Up Allowance

Under section 3, schedule A of the GAIN Regulations, a School Start-Up Allowance is available to income assistance families with dependent children to help meet extra costs at the start of the school year. In 1981-82, this allowance was increased from $20 to $25 for children age 6-11 inclusive, and from $30 to $38 for children age 12 and older.

Table 63
School Start-Up Allowance, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$878,069
1980-81	723,977
1979-80	358,115
1978-79	711,224
1977-78	544,987

Christmas Supplementary Allowance

As an additional source of funds, a Christmas Supplementary Allowance is made available to income assistance recipients in the month of December. In 1981-82, this allowance was $20 for a single person and $50 for a family.

Table 64
Christmas Supplementary Allowance, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$2,104,832
1980-81	2,049,268
1979-80	1,969,693
1978-79	1,009,867
1977-78	553,123

Camp Fees

In 1981-82, the ministry continued to make some funds available to enable handicapped persons and children of income assistance recipients to attend a recognized summer camp program. These funds are allocated on a regional basis.

Table 65
Camp Fees, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$225,395
1980-81	179,766
1979-80	104,653
1978-79	112,548
1977-78	104,956

Crisis Grants

When an income assistance recipient does not have assets, income or other resources to meet an emergency, the ministry may provide additional assistance in the form of a Crisis Grant. These grants are provided to prevent danger to a recipient's physical health and safety.

Table 66
Crisis Grants*, Expenditures, 1979-80 to 1981-82

Year	Expenditure
1981-82	$2,165,383
1980-81	1,577,243
1979-80	1,529,187

* *Prior to 1979-80, crisis grants were budgeted under special needs allowance.*

Diet Allowance

When recommended by a physician, dietician, or nutritionist, a maximum allowance of up to $20 per month may be provided to a recipient to meet extraordinary dietary requirements.

Table 67
Diet Allowance, Expenditures, 1977-78 to 1981-82

Year	Expenditure
*1981-82	$953,581
1980-81	989,856
1979-80	976,502
1978-79	934,622
1977-78	841,829

* *The 1981-82 expenditure figure includes 11 months only, due to a change in the accounting cycle.*

Natal Allowance

Upon written confirmation by a medical practitioner, a Natal Allowance of up to $25 per month may be granted to a recipient who is pregnant. A pre-natal allowance may be provided for a maximum period of 12 months. A post-natal allowance may be provided to the mother and her infant for a maximum of six months commencing at the birth date of the child.

Table 68
Natal Allowance, Expenditures, 1977-78 to 1981-82

Year	Expenditure
*1981-82	$580,927
1980-81	562,582
1979-80	509,377
1978-79	464,120
1977-78	463,492

* *The 1981-82 expenditure figure includes 11 months only, due to a change in the accounting cycle.*

Comforts Allowance

When an individual has no other source of income, a Comforts Allowance may be provided to eligible recipients receiving subsidized care in a personal care facility or a residential treatment centre. An allowance of up to $50 per month may be granted to a recipient to meet his or her personal and recreational needs.

Table 69
Comforts Allowance Recipients*, 1979-80 to 1981-82

Year	Average Monthly Caseload
1981-82	3,164
1980-81	3,086
1979-80	3,013

* *Provincial caseload figures were not reported prior to 1979-80.*

Table 70
Comforts Allowance, Expenditures, 1977-78 to 1981-82

Year	Expenditure
*1981-82	$2,109,375
1980-81	2,218,088
1979-80	1,865,519
1978-79	1,841,573
1977-78	2,470,033

* *The 1981-82 expenditure figure includes 11 months only, due to a change in the accounting cycle.*

Guide Dog Allowance

A person in receipt of income assistance who uses a registered guide dog is entitled to receive an additional allowance of $35 per month to assist with the costs of the dog.

Burial of Indigents

Where a deceased person has no estate or relatives or other persons able to assume responsibility, the ministry provides payment of burial or cremation costs under an agreement with the Funeral Directors Association of British Columbia. This agreement extends to all areas except Vancouver, where the city assumes this cost.

Table 71
Total Indigent Burials*, 1979-80 to 1981-82

Year	Number
1981-82	532
1980-81	552
1979-80	542

* *Provincial numbers of indigent burials were not recorded prior to 1979-80.*

Table 72
Burial of Indigents, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$448,844
1980-81	327,392
1979-80	290,548
1978-79	235,229
1977-78	191,922

Repatriation

In special circumstances, income assistance recipients may be assisted to return to their province or country of origin. Where such a move would assist recipients to obtain improved employment opportunities or be reunited with families, ministry staff work in cooperation with the authorities in the other province or country to facilitate the recipients' return.

Table 73
Repatriation, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$129,264
1980-81	110,261
1979-80	82,526
1978-79	93,342
1977-78	75,511

Adult Residential Resources

In 1981-82, the ministry continued to provide funds to registered nonprofit societies for the development and operation of emergency shelters (transition houses) and single persons' hostels. This funding is provided under the GAIN Act (section 2).

During 1981-82, there were 55 emergency shelter and hostel facilities funded by the ministry to provide accommodation for a limited time to eligible persons. The contract provides for the facility to bill the ministry office on a monthly basis at a predetermined rate. Where applicable, adult residential facilities providing temporary care must meet licensing requirements under the Community Care Facilities Licensing Act. Hotels used as hostel resources must have the approval of the local Human Resources district office.

Emergency shelters provide temporary room and board for women and children who are in a period of transition, such as women undergoing marital separation, and who require income assistance. In communities where there is a large demand for this type of accommodation, a local society operates a residential facility that offers accommodation and support services. In communities where a single residential facility is not required, the local society may develop and operate several SAFE homes. These are private homes used to provide safe refuge to women and their children, as needed. In 1981-82, the ministry provided funding for 25 emergency shelter facilities including four SAFE homes. During the year, four transition houses were opened: one in Chilliwack, one in Sechelt/Sunshine Coast, one in Fort Nelson, and one in Nanaimo.

Single Persons' hostels provide short-term accommodation to persons seeking employment. This service is primarily designed to accommodate the needs of transients and persons recently

Table 74
Emergency Shelters (Transition Houses), 1979-80 to 1981-82

	1981-82	1980-81	1979-80
Number of Facilities	21**	21	13
Total Capacity*	197	216	159
Average Capacity per Shelter*	9.4	10	12
Average Per Diem Rate*	$22.53	$19.81	$15.26
Actual Occupancy Days Used	53,416	59,160	46,542

* *Figures refer to adult capacity and per diem rates only.*
** *This figure does not include four SAFE homes funded in 1981-82.*

Table 75
Single Persons' Hostels, 1979-80 to 1981-82

	1981-82	1980-81	1979-80
Number of Facilities	30	27	26
Total Capacity*	672	785	765
Average Capacity per Shelter*	23	29	29
Average Per Diem Rate*	$16.80	$16.58	$14.13
Actual Occupancy Days Used	238,283	229,410	212,489

* *Figures refer to adult capacity and per diem rates only.*

Table 76
Facilities Shared with Alcohol and Drug Commission, 1979-80 to 1981-82

	1981-82	1980-81	1979-80
Number of Shared Facilities	8	10	10
Total Capacity*	157	186	184
Average Capacity per Facility*	20	19	18
Average Per Diem Rate*	$16.58	$13.66	$11.46
Actual Occupancy Days Used	54,102	36,494	33,921

* *Figures refer to adult capacity and per diem rates only.*

Table 77
Emergency Shelters (includes Transition Houses), Expenditures, 1978-79 to 1981-82

Year	Expenditure
1981-82	$2,219,072
1980-81	1,708,910
1979-80	481,785
1978-79	343,988

Table 78
Single Persons' Hostels, Expenditures, 1978-79 to 1981-82

Year	Expenditure
1981-82	$3,263,063
1980-81	1,829,795
1979-80	2,163,992
1978-79	1,747,581

Table 79
Alcohol and Drug Shared Facilities, Expenditures, 1978-79 to 1981-82

Year	Expenditure
1981-82	$ 620,744
1980-81	1,191,129
1979-80	984,511
1978-79	625,903

released from hospitals, prisons or treatment centres. These facilities may also provide a referral service to assist residents in obtaining employment. One new single persons' hostel opened in 1981-82 in Cranbrook.

Some facilities, which offer treatment for persons with alcohol and drug related problems, are jointly funded with the provincial Alcohol and Drug Commission of the Ministry of Health. Under an agreement with the Ministry of Health, the Ministry of Human Resources pays accommodation costs of eligible income asssitance recipients, and the Ministry of Health funds the treatment program.

Ministry Inspectors

The Ministry Inspectors program is responsible for investigating suspected or alleged abuse by clients of income assistance programs administered by the ministry. Fulfilling largely a preventive role, inspectors also recommend policy changes and procedures that will curtail potential fraud, and recover, where possible, overpayments fraudulently obtained. In more flagrant cases, ministry inspectors also prepare for prosecution of the offender. The Ministry Inspectors program operates under the statutory authority of the Guaranteed Available Income for Need Act (section 2, subsections 1 and 2).

There are 28 inspectors situated throughout the province, assisted by a provincial coordinator, located in Victoria. An additional inspector works full-time on the Pharmacare plan. Ministry inspectors are usually located at regional offices, and work under supervision of regional managers.

The program places priority on preventing fraud by identifying weaknesses in application procedures. Inspectors attend workshops, study groups and staff meetings to advise staff on methods of detecting and preventing fraud.

Several sizeable frauds were investigated during 1981-82, involving amounts ranging from a few hundred dollars up to the twenty thousand dollar bracket. The overall amount of money involved in the 171 charges laid was $572,933. In addition, 788 settlements were negotiated out of court totalling $715,743.60.

The team approach between inspectors and field staff strengthens as the program continues. An estimated 90 per cent of all referrals to the inspectors come from ministry staff. All reports of suspected fraud are investigated, regardless of the source.

Table 80
Monthly Report of Cases Referred to Inspectors for Investigation, 1980-81 and 1981-82

Month	1981-82	1980-81	Month	1981-82	1980-81
April	299	379	October	420	405
May	396	358	November	443	466
June	371	399	December	401	295
July	339	383	January	483	453
August	403	400	February	435	381
September	395	433	March	495	310

Table 81
Ministry Inspectors, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$845,076
1980-81	733,836
1979-80	653,243
1978-79	618,100
1977-78	601,208

Table 82
Ministry Inspectors Program, Statistical Data Covering All Regions, 1977-78 to 1981-82

	1981-82	1980-81	1979-80	1978-79	1977-78
Total number of cases reported for investigation	4,880	4,662	4,160	4,013	3,650
Charges laid	171	209	212	235	354
Cases still before court as of March 31, 1982	144	N/A	N/A	N/A	N/A
Investigations completed	4,961	4,331	4,568	3,447	2,213
Unfounded complaints or insufficient evidence to proceed	1,150	913	1,242	950	994
Total value of recoveries made, ordered or agreed to	$885,999.99	$775,831.17	$510,770.05	$446,729.79	$379,689.33
Settlements negotiated out of court	$715,743.60 (788 cases)	$583,818.28 (675 cases)	$475,078.05 (579 cases)	$335,209.46 (436 cases)	N/A
Total amount of **monthly** assistance terminated due to inspectors' involvement	$356,457.30 (723 cases)	$311,147.02 (687 cases)	$255,404.47 (684 cases)	$253,975.48 (714 cases)	$164,679.54 N/A

Note: *The above represents only the amount of monthly assistance being granted at the time of termination. No attempt has been made to estimate the amount which may have been wrongfully received had assistance not been terminated.*

Rental Assistance

The objective of Rental Assistance is to help people with low incomes cope with rental costs. This program is operated under the statutory authority of the British Columbia Income Tax Act (section 4 (a)).

RentAid

RentAid is a tax credit program to help offset rental costs, especially for people with low incomes. The Ministry of Human Resources assumed responsibility for RentAid from the Ministry of Municipal Affairs and Housing in 1979. Although it is funded by the provincial government, RentAid is administered through the federal government's income tax system. Applicants complete a RentAid claim form included in their federal income tax return.

The maximum benefit is $150 less one and half per cent of the applicant's taxable income. No benefit may exceed 10 per cent of the total rent paid by the applicant during the year.

Eligibility for receiving RentAid, and the amount provided, is determined by the applicant's age, income, amount of rent paid, and other factors. To meet the basic requirements, an

applicant must be 16 years of age or older, pay rent for his principal residence in British Columbia, and reside in British Columbia as of the last day of the taxation year.

Table 83
RentAid*, Expenditures, 1979-80 to 1981-82

Year	Expenditure
1981-82	$21,627,784
1980-81	21,688,624
1979-80	15,479,415

* *Prior to 1979-80, RentAid was administered by the Ministry of Municipal Affairs and Housing.*

SAFER

Under the Shelter Aid for Elderly Renters Act, the SAFER program provides direct cash assistance to Old Age Security recipients renting in British Columbia so that they do not have to spend an unreasonable portion of their income on rent. Eligibility is based on income, rent and residency requirements.

SAFER benefits equal 75 per cent of the amount by which rent exceeds 30 per cent of the applicant's total income. Each year the maximum rent level is reviewed, and adjusted where warranted. Effective July 1, 1981, the maximum monthly rent that could be claimed for SAFER benefits was $265 for a single person and $295 for a couple.

To be eligible for SAFER benefits, applicants must be 65 years of age or older, renting a principal residence, and paying more than 30 per cent of their income towards rent. They must also be receiving Old Age Security, and either the applicant or the spouse must have resided in British Columbia for two years immediately prior to application, or for five continuous years at any time in the past. Persons already receiving a provincial rental subsidy (British Columbia Housing Management Commission or Long Term Care programs) are not eligible for SAFER.

Benefits begin July 1 of each year and continue to June 30 of the following year. Eligibility for SAFER must be re-established in May or June of each year by submitting a reapplication updating the applicant's income and address. Income that is considered includes Old Age Security, Guaranteed Income Supplement, GAIN, Basic Income Assistance, D.V.A. and Worker's Compensation, plus all other sources of income (interest, dividends, private sources, Canada Pension Plan) from the previous year.

The increases in the various pension benefits have resulted in a reduction in the number of SAFER recipients and amounts paid out in benefits.

Table 84
Total SAFER Recipients, 1978-79 to 1981-82

Year	Number
1981-82	11,363
1980-81	12,500
1979-80	13,500
1978-79	15,000

Table 85
SAFER Recipients, by Regions, 1980-81 and 1981-82

Region	Number of SAFER Recipients 1981-82	1980-81
Outer Coast	471	500
Capital Regional District	2,306	2,540
Fraser Valley	723	785
Greater Vancouver	6,069	6,745
Central Interior	936	950
South Eastern Interior	142	152
Northern Interior	168	183
Other	548	645
TOTAL	11,363	12,500

Table 86
SAFER Increases in Allowable Rent Levels, 1977 to 1982

	Singles	Couples or Sharers
July 1981	$265	$295
March 1980	225	245
September 1978	205	225
July 1977	175	200

Table 87
Average SAFER Benefits, 1978-79 to 1981-82

	Singles	Couples	Sharers
1981-82	$59.19	$23.37	$ 6.87
1980-81	53.74	16.68	5.93
1979-80	53.66	23.61	10.78
1978-79	50.82	24.40	12.59

Table 88
SAFER, Expenditures, 1978-79 to 1981-82

Year	Expenditure
1981-82	$7,398,381
1980-81	7,522,486
1979-80	7,399,336
1978-79	7,808,859

ADULT REHABILITATION

The Ministry of Human Resources offers a number of programs designed to assist income assistance recipients to become financially independent. Under the Individual Opportunity Plan, individuals who have been receiving income assistance are provided with adequate planning and resources to support their efforts to become independent. Clients' current skills are assessed, and an individual and realistic plan to obtain employment is developed. As a plan may involve job retraining, educational upgrading, or on-the-job experience, the preparation time may vary.

Ministry rehabilitation officers, financial assistance workers and social workers work in cooperation with other ministries and local employers to provide access to resources that maximize clients' potential to increase their independence.

In 1981-82, the Individual Opportunity Plan received additional support through the establishment of 49 new rehabilitation officer positions. As well, day-care services were enhanced, the Job Action program was expanded into more areas of the province, and the Incentive Allowance program was modified to enable participants to gain work experience in the private sector.

Other initiatives in 1981-82 included the development of several new approaches in provid-

Table 89
Individual Opportunity Plan Monthly Service, 1981-82*

Month	Work Experience	Education and Training	Counselling, Self Directed Placement	Total
July	473	779	1,189	2,441
August	413	890	1,422	2,725
September	401	1,495	1,320	3,216
October	641	2,117	1,502	4,260
November	534	2,025	1,233	3,792
December	716	2,815	1,692	5,223
January	566	3,157	1,840	5,563
February	1,003	3,576	1,975	6,554
March	1,151	3,857	2,014	7,022

* *A province-wide statistical monitoring system was not in place prior to July, 1981.*

Figure 4
British Columbia Individual Opportunity Plan

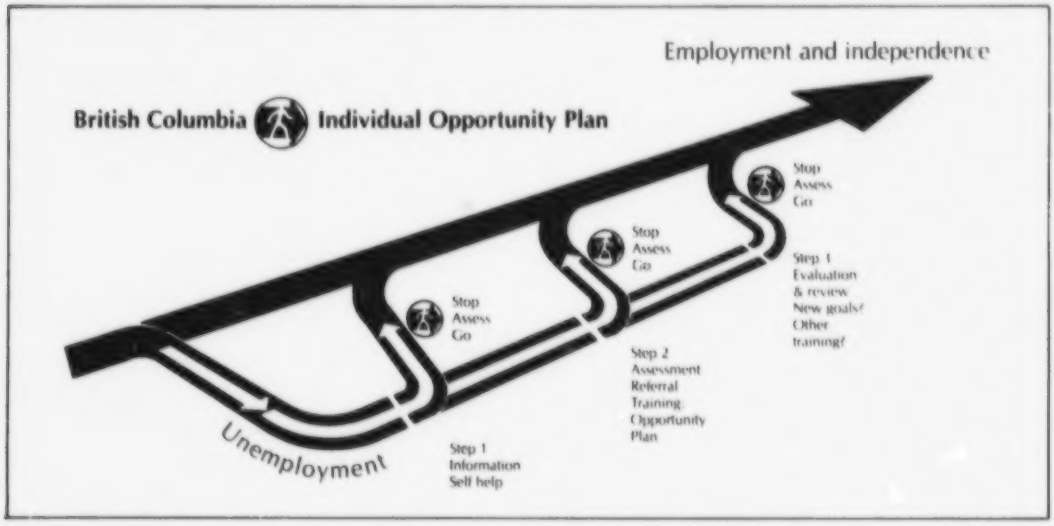
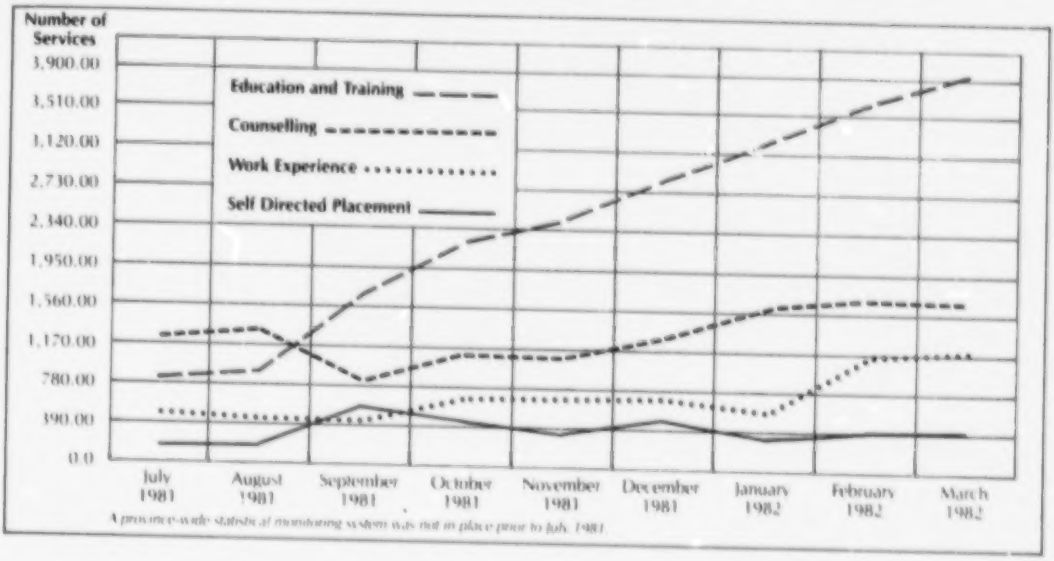


Figure 5
Individual Opportunity Plan Services, July 1981—March 1982



ing services under the Individual Opportunity Plan. Region 17 (Vancouver West) increased client accessibility to the various resources available by centralizing all adult services within their region, including regional Job Action programs. In Region 15 (Downtown Strathcona), a resource centre was established to complement Job Action services. The centre is coordinated by a rehabilitation officer, and is operated by clients as part of their Individual Opportunity Plan. The program incorporates self-help concepts while providing a support service.

Use of Individual Opportunity Plans increased during 1981-82. This increase is attributable to improved service delivery and continued support provided under the new legislation introduced October, 1981, related to employable income assistance recipients.

Programs provided under Adult Rehabilitation are: Earnings Exemption; Community Involvement; Incentive Allowance; Assistance to Employment; Educational, Vocational and Rehabilitative Services; Work Activity; Job Action; and the Employment Opportunities program.

Incentive Allowance

The Incentive Allowance program provides clients with an opportunity to obtain work experience in preparation for employment. Statutory authority is provided under the Guaranteed Available Income for Need Act (section 10, subsection 10) and Regulations (section 14, subsections 1, 2, and 3).

The program is designed for individuals who have never worked or who have not worked for a long period of time. It provides participants an opportunity to gain experience and confidence working with others in programs operated by nonprofit societies or in the private sector.

Table 90
Incentive Allowance, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$ 452,904
1980-81	616,326
1979-80	864,060
1978-79	1,846,559
1977-78	2,080,417

In addition to regular income assistance payments, an allowance of $50 per month is provided for single recipients, or $100 per month for persons with dependents. This allowance is to help with work-related costs such as clothing and transportation.

Earnings Exemption

The Earnings Exemption program allows income assistance recipients to keep a certain

amount of their earnings from a job to assist with work-related expenses. Policy allows earnings exemptions of $50 per month for a single person, and $100 per month for a single handicapped person or a person with dependents. The program is administered under the statutory authority of the Guaranteed Available Income for Need Act (section 3, subsection 2; section 10; section 9, subsection 1).

Community Involvement

The Community Involvement program offers recipients who are presently unable to work, the opportunity to participate in community service projects operated by nonprofit agencies. Participation in the program is voluntary and is not time limited. Emphasis is on involvement in a local service group which contributes to some aspect of community life. The Community Involvement program is administered under the statutory authority of the Guaranteed Available Income for Need Regulations (section 15).

In addition to regular income assistance payments, the ministry provides a grant of $50 per month to participants for extra expenses such as transportation.

Table 91
Community Involvement, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$1,425,597
1980-81	1,433,654
1979-80	1,119,461
1978-79	730,718
1977-78	528,320

Assistance to Employment

Operating under the Guaranteed Available Income for Need Act (section 2), and Regulations (section 12), the Assistance to Employment program enables income assistance recipients to accept employment by providing direct support services.

To assist income assistance clients who have a confirmed job offer, the ministry may provide additional funds to meet the costs of essential work tools and clothing. The ministry may also assist with moving costs if the confirmed job is in another community, and financial aid from other agencies is not available. Additional assistance is available for essential clothing for job interviews and transportation expenses to an interview, when it is likely to result in a job.

Educational, Vocational and Rehabilitative Services

The Educational, Vocational and Rehabilitative Services program helps income assistance recipients become independent through assistance from the Ministry of Human Resources, other government programs and community resources. It is designed to help income assistance recipients acquire the skills, self-confidence and work habits required to obtain employment. Statutory authority is provided by the Guaranteed Available Income for Need Act (section 10).

A training plan suited to the client's needs is developed using the educational and training services offered by Canada Employment and Immigration, the provincial Ministries of Education and Health, Community Vocational Rehabilitation Services and other community resources. In order to ensure success in the training plans, ministry staff work closely with these departments and agencies. Where no other financial assistance is available, the ministry may pay for all or part of the training costs. Payments may also be provided to assist with the cost of transportation, school supplies, course fees or miscellaneous needs.

Table 92
Training and Educational Allowance, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$1,359,880
1980-81	505,574
1979-80	353,024
1978-79	317,321
1977-78	253,987

Work Activity

The Work Activity program provides an opportunity for persons receiving income assistance to participate in an intensive employment preparation program that helps develop job skills, work habits and self-confidence. It is administered under the Guaranteed Available Income for Need Act (section 16, subsection 1). This program is provided to individuals with specific handicaps who require special support, income assistance recipients, or other people in need.

The Work Activity program includes actual work experience in a supervised setting, educational upgrading, job search preparation, counselling and life-skills training in such areas as money management. Individuals for this pro-

gram are carefully selected and participate for three to six months.

There were seven Work Activity projects operating throughout the province in 1981-82:

- Fraser Valley Work Activity Project;
- Vancouver Island Work Activity Project;
- Vancouver Youth Project;
- Arbutus Work Incentive Society;
- Surrey Boys' and Girls' Club Work Activity Project;
- Boys' and Girls' Club of Victoria; and
- Laurel Enterprises Work Activity project.

In 1981-82 a Surrey Boys' and Girls' Club project was designed to help boys and girls, aged 16 to 19, to obtain employment training.

Table 93
Work Activity, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$1,351,486
1980-81	1,188,058
1979-80	1,092,947
1978-79	939,872
1977-78	683,593

Job Action

The Job Action program teaches income assistance recipients how to prepare for and obtain an interview and a job. It also helps build confidence in people who have not worked for a long time, or who are yet to secure their first job. The program is administered under the Guaranteed Available Income for Need Act (section 10) and Regulations (section 16).

Through simulated interviews, class and individual participation, peer support, and use of audio visual feedback, Job Action addresses the following:

- clients' own job skills and a realistic view of their value to an employer;
- what employers look for in a new employee;
- how to obtain job leads;
- how to use the phone to get an interview;
- how to fill out application forms;
- facts on grooming;
- questions an employer will ask in an interview;
- practicing interviews in role-playing;
- how to keep a job; and
- financial assistance available to employers.

Each Job Action program is monitored and evaluated, and the results are used as a basis for future programs. This information includes client appraisals, and follow-ups on interviews and job placements.

Participants of Job Action may receive an allowance of up to $50 per week, in addition to their regular income assistance, to cover program related expenses.

In 1981-82 the number of Job Action programs expanded from four to ten. Due to the program's high level of success, additional Job Action programs are planned to begin operating in 1982-83.

Employment Opportunities

The Employment Opportunities program, offered in conjunction with the Ministry of Labour, provides an opportunity for persons to obtain job skills to assist them to enter the work force. The program is offered to members of income assistance families, young people living with relatives who receive income assistance on their behalf, and children-in-care.

The Ministry of Human Resources assists in placing participants, ranging in age from 15 to 59 years, into temporary positions to gain work experience. These positions vary two months to one year depending on the amount of training provided.

The Ministry of Labour provides a wage subsidy to employers to assist with the cost of training.

During 1981-82, 483 clients of the Ministry of Human Resources participated in the Employment Opportunities program.

Table 94
Job Action Participants, by Regions, 1981-82

Regions	2	3	4	6	8	9	10	11 and 20	17	18
Number of Clients Who Participated	102	118	22	26	50	68	74	333	84	24
Number Who Found Work	70	70	14	18	31	40	56	230	60	17
Number Placed in Other Phases of Individual Opportunity Plans	32	36	5	2	16	6	—	55	—	—

SECTION V

Health Care Services

HEALTH CARE SERVICES

Health Care Services provides quality health care for eligible income assistance recipients, through basic coverage under the Medical Services Plan of British Columbia. The services of this division are provided under the statutory authority of the Guaranteed Available Income for Need Regulations (section 29).

Health Care Services include medical, dental, optical and ancillary services. Medical transportation and special need services are also provided. The following groups of persons are eligible for health care coverage through the ministry:

- Persons eligible for GAIN for Handicapped;
- Unemployable income assistance recipients under 65 years of age and their dependents;
- Single parent income assistance recipients and their dependents;
- Children in the care of the superintendent of family and child service; and
- Children in the home of a relative who receives GAIN benefits on their behalf.

Coverage has been expanded in short or long-term health care for low income families, particularly those with children who need ongoing treatment or materials.

Health Care Services provides ministry district office staff with information on available health care services. The division may retain medical specialists in any field for consultation.

Accounts from medical practitioners are paid by the Medical Services Plan of British Columbia. Accounts for hospital services are paid by the Hospital Programs Branch of the Ministry of Health.

Most costs of Health Care Services programs are shared equally with the federal government under Canada Assistance Plan funding.

The Health Care Services division processes accounts for the following services:

Medical Services

Payment is made for medical examinations that are required by the ministry for the administration of the GAIN program. As well, the division pays on behalf of eligible persons who require medical clearance for activities such as camp attendance, sports or post-stroke programs.

Nutritional needs which have been medically advised, such as food supplements and enriched diets for the seriously ill, may also be covered if approved by the division.

Dental Services

Persons whose Medical Services Plan premiums are paid by the Ministry of Human Resources were eligible for dental services under Category 1 of the Dental Care Plan of British Columbia, during 1981-82.

The Health Care Services division continues to provide orthodontia for children in

Table 95
Applications for GAIN for Handicapped Benefits, 1980-81 to 1981-82

Year	Applications Received	Applications Approved
1981-82	4,296	2,218
1980-81	4,296	2,198

Table 96
Health Care Services, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	* $ 7,086,087
1980-81	12,776,079
1979-80	13,006,051
1978-79	11,594,140
1977-78	9,668,828

* *In 1981-82, the ministry's dental care services were administered and financed by the Ministry of Health's Denticare program introduced January 1, 1981.*

Table 97
Gross Costs of Health Care Services, 1977-78 to 1981-82

Year	Medical	Drugs*	Dental**	Optical	Transportation	Other	TOTALS
1981-82	$2,096,180	$66,280,437	$ 701,285	$1,673,152	$1,622,940	$992,530	$73,366,524
1980-81	1,629,753	54,137,943	7,532,995	1,465,439	1,252,736	895,156	66,914,022
1979-80	1,480,852	46,257,728	8,784,379	1,230,356	807,215	722,358	59,282,888
1978-79	1,204,134	37,321,647	7,905,683	1,096,989	767,564	619,769	48,915,786
1977-78	1,378,781	30,129,270	6,033,887	790,638	588,942	784,326	39,705,844

* *Included under Drugs are drug costs incurred under Pharmacare, which commenced January 1, 1974.*
** *In 1981-82, the ministry's dental care services were administered and financed by the Ministry of Health's Denticare program introduced January 1, 1981.*

care, and eligible children of income assistance clients.

Optical Services

Optical services for eligible clients may also be provided with the approval of the division.

Ancillary Services

The division provides medical needs, such as braces and surgical supports, when a client's income and assets do not permit private purchase.

Prescribed wheelchairs may also be provided. In such cases, the Canadian Paraplegic Association or other specialized agencies may be requested, at the division's expense, to assess a client's physical needs and environmental circumstances and recommend suitable equipment. A variety of specialized equipment is provided through the division to meet the needs of handicapped children. To obtain the best possible prices, purchases are made through the British Columbia Purchasing Commission. Transportation to and from clinics, nursing homes, rehabilitation centres and hospitals may be provided for clients who cannot use public transportation. In cases of life-saving emergencies, transportation costs may be paid for people on low incomes. Local transportation can be authorized by local ministry offices.

Special Health Needs Program

The program was greatly expanded in 1981-82, enabling more people to remain in their own homes through the aid of special equipment such as beds, lifts and ramps.

Funding continues to be available for eligible clients requiring sensory motor development services and Blissymbolics training.

Applications for GAIN for Handicapped Benefits

With the assistance of medical specialist consultants, a decision is made whether applicants are medically eligible for GAIN for Handicapped benefits. The division also processes handicapped applications on behalf of the Department of Indian Affairs and handicapped status applications for the Ministry of Health's Long-Term Care Services.

PHARMACARE

Pharmacare provides assistance with the costs of designated prescription drugs, ostomy supplies and prosthetic appliances. It is administered under the statutory authority of the Guaranteed Available Income for Need Regulations (section 30).

Pharmacare administers four programs, each benefiting a different group of people. While benefits are identical within the four plans, eligibility and degree of assistance vary.

Pharmacare is provided where the expense of medical supplies to the individual or family is considered prohibitive. The intent of the program is to provide assistance with the major share of expense. However, responsibility for purchase of some items, or a share of some items, rests with the individual. The prescribed items eligible for payment assistance cover a wide range of therapy.

The Ministry of Human Resources maintains its authority to establish benefit status and the level of payment assistance for any item.

Before the establishment of Pharmacare in 1974, the expense of proper medication was a heavy burden for elderly persons on low incomes. The elderly constitute approximately 10 per cent of our population, receive 22 per cent of all prescriptions, and account for over 28 per cent of all drug expenditures in the province. A higher number of prescriptions are being filled for elderly citizens than were filled prior to Pharmacare's free drug program.

In June 1977, Universal Pharmacare was introduced to provide partial protection against major drug and other medical expenses for all citizens not receiving benefits on a fully paid basis. Universal Pharmacare provided 80 per cent reimbursement for all eligible expenses exceeding $100 in 1981.

The ministry's Pharmacare services can be divided into three areas: eligible recipients, benefits and levels of payment.

Eligible Recipients

Group 1: Payment is provided on behalf of:

Plan A — individuals holding a valid Pharmacare card issued on the basis of age (65 years of age or over) and residency;

Plan B — individuals resident in a licenced long-term care facility; and

Plan C — individuals and dependents eligible for the Ministry of Human Resources Medical Benefits Program.

Group 2: Universal Pharmacare

Plan E — partial government assistance is provided on behalf of every British Columbian not eligible for Group 1 who is registered with Medical Services Plan of British

Columbia. Those receiving fully-paid benefits from union or employer-sponsored plans, or from DVA, DIA, or Workers' Compensation, will continue to be covered by those programs.

Benefits

Pharmacare provides payment or reimbursement for therapeutic medications which are reasonably prescribed by a physician, dentist or podiatrist. Those medications must be included in Schedule A, Part 1, and Schedule A, Part 3, Division 2, of the British Columbia Pharmacy Act. In addition, Pharmacare pays for syringes for diabetics.

Even where medications appear in designated schedules of the British Columbia Pharmacy Act, Pharmacare does not provide direct payment or reimbursement for exempt narcotic preparations such as 222s, vitamin combinations or vitamin-mineral combinations with iron, and antacids.

Good medical and pharmacy practice is expected to be followed in determining prescribing dispensing quantities. For fully paid benefits, Pharmacare will accept claims for 100 days' supply as a maximum.

Ostomy supplies and designated permanent prosthetic appliances are paramedical benefits of Pharmacare.

Fees and Payments

For people in Group 1, payment for prescription services is made directly to the pharmacy by Pharmacare. Charges are the same as those made to any customer for the same prescribed item. People in Group 2 are expected to pay the pharmacist directly and be reimbursed after submitting a completed claim form along with official Pharmacare receipts.

Individuals in Group 1 are eligible for paramedical items as fully paid government benefits. Payment for such items is made directly to the suppliers by government. All other patients receiving ostomy supplies and designated prosthetic appliances are expected to pay their pharmacist or other supplier directly. Reimbursement is made to the patient upon submission of a completed claim form.

Drug Use Review Project

In 1979, the ministry provided financial support for a study based on Pharmacare payment data. The purpose of the study was to identify patterns of drug use within the province and to recommend efforts of improving the prescription process.

The initial analysis was made using Pharmacare data from the sixty day period of June-July 1979. The analysis confirmed the validity of Pharmacare payment records as a data base and an educational program was developed by the professional organizations of medicine and pharmacy.

Table 100
Pharmacare, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$69,643,000
1980-81	54,137,943
1979-80	46,257,728
1978-79	37,321,647
1977-78	30,037,016

Table 98
Pharmacare, Drug Use Review, 1979-1981

Year	All Pharmacare Prescriptions for June-July (60 days) 1979 pre-education	1980 post-education	1981 1 year follow-up
Number of Recipients	193,000	174,000	197,000
Average Number of Rx per Recipient	3.3	2.8	3.4
Average Quantity Received	254	219	251
Average Cost per Recipient	$28.29	$27.56	$38.32

Table 99
Pharmacare, Expenditures, by Plan, 1981-82

Plan Type	Number Eligible	Number Rx.	Expenditure
Plan A (65 +)	304,000	3,403,000	$43,228,000
Plan B (LTC)	18,000	762,000	6,618,000
Plan C (MHR)	100,000	914,000	8,845,000
Plan E (Universal)	2,200,000	* 120,000	10,952,000

* *These are claims, not Rx.*

The educational programs consisted primarily of advice to individual practitioners, from the licensing bodies, indicating overall trends in drug use and specific problem areas.

Following the distribution of the educational material to medical and pharmacy personnel, Pharmacare records were again analyzed. This second analysis was based on payment records for June-July 1980 and illustrated a significant decline in prescribing and dispensing of prescription drugs relative to the sixty day period previously studied. In terms of reduced numbers of prescriptions, average quantities and average costs, the Drug Use Project was considered a success and ongoing funding was approved in 1981.

AUDIT SERVICES

The division of Audit Services was founded during 1981 by extending the mandate of the Audit Team, established in 1976 under the statutory authority of the Guaranteed Available Income for Need Act (section 23). Formerly responsible to the office of the comptroller, Audit Services now reports directly to the office of the deputy minister, to assure that audit findings and recommendations are considered at the highest management level. Appraisal activities are conducted through an audit committee.

Audit Services assists management to examine and evaluate administration of ministry programs. The division also evaluates and reports on compliance with internal controls, ministry policies and provincial legislation, and their effectiveness.

During 1981-82, the staff of the division was increased by the addition of specialized professional staff.

Table 101
Audits Completed, 1981-82

Ministry District Offices	34
Ministry Support Service Programs	16
Ministry Rehabilitation Projects	1
Nonprofit Organizations funded by the Ministry	17

SECTION VI

Community Services

COMMUNITY PROJECTS FUNDING

The Community Projects Funding program purchases nonstatutory social services from community-based nonprofit societies which complement and support ministry programs. It is administered under the Guaranteed Available Income for Need Act (sections 2 and 5).

Funding is provided to nonprofit societies offering services such as rehabilitation, social integration, referral, prevention, crisis intervention, or volunteer services to families, groups or individuals who are in need or likely to be in need. To be eligible for funding, proposed services must:

- be supportive of ministry services;
- not be directly provided by the ministry;
- not be the sole responsibility of any other federal or provincial ministry or municipal government;
- be delivered on behalf of present or potential ministry clients;
- be measurable in terms of stated objectives;
- be subject to a written agreement; and
- be within the ministry's planning, program, and budget priorities.

In addition, project proposals must include:

- documentation that there is community need of and support for the proposed project;
- documentation that the society has pursued all potential sources of funding including the municipal and federal levels of government; and
- a statement of how volunteer services will be or are involved.

Over the years, as new programs and services have developed province-wide (such as rehabilitation resources and handicapped transit), projects which were previously funded through this program have become absorbed into other programs. As well, other provincial ministries provide grants, and responsibility for funding community projects may shift from one ministry to the other as the programs develop.

Services currently funded through Community Projects Funding include family support programs, crisis lines, services for youth, the elderly and the handicapped. Some societies operate province-wide programs, while others offer services to meet local community needs.

The projects funded during 1981-82 fall into eight categories:

- Family Service Projects
  Through family services projects, societies offer assistance to families in need by providing counselling, programs on parenting, support and training to self-help groups and other supplementary social services as required by families in times of difficulty.
- Crisis Centres
  Societies operate crisis centres to provide information and counselling as well as crisis intervention services to various communities throughout the province. Most of the services are provided by trained volunteers.
- Youth Projects
  Youth projects offer services for young people to enable them to participate in their communities in a positive and responsible way. Programs vary according to the needs of the youths served.
- Low Income Groups
  Associations offer help to low income families and individuals in their communities. Services include information exchanges, organizational assistance for self-help groups, counselling and practical assistance in such areas as accommodation and moving, money management and effective use of community resources.
- Services to the Handicapped
  Associations serving physically or mentally handicapped persons provide opportunities and help through a variety of programs.
- Transportation Projects
  Societies offer transportation with the help of volunteers who drive seniors and handicapped people to doctors' appointments, therapy or achievement centres. These services are supplementary to the services assumed by the Urban Transit Authority in 1981-82.
- Volunteer Services
  Funding is made available to volunteer bureaus to assist them in coordinating the efforts of local volunteers. This funding helps to direct the immense potential for community services through volunteering.
- Services to Seniors
  Nonprofit societies provide programs and services which include seniors counselling, information and opportunities for recrea-

Table 102
Community Projects Funding, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$6,628,428
1980-81	6,614,862
1979-80	6,335,730
1978-79	5,919,600
1977-78	6,129,519

tion and socialization to enable seniors to remain active in their own communities.

- Multi-Service Agencies
  Several societies operate multi-service programs which offer a variety of services to meet different community needs. Services may include some or all of the programs listed above.

Location and Agency	Type of Service	Amount 1981-82
ABBOTSFORD		
Matsqui-Abbotsford Community Services	Volunteer Service Family Service Project Youth Project	$ 93,676
Matsqui-Abbotsford Transportation	Transportation Project	41,882
AGASSIZ		
Agassiz Community Services	Volunteer Service	21,527
ARMSTRONG		
Armstrong-Spallumcheen Community Services Centre Association	Volunteer Service Family Service Project	14,141 9,760
BURNABY		
Big Sisters of Greater Vancouver, Burnaby Branch	Youth Project	14,000
Burnaby Family Life Institute	Family Service Project	14,701
Canadian Society for Information Children, Focus on Families	Family Service Project	11,948
Citizen's Development Fund:		
Stride Avenue Community Youth Worker	Youth Project	14,000
Project Backdoor	Youth Project	88,760
Fraser Correctional Resources Society, Purpose	Youth Project	50,561
The Life Line Society	Family Service Project	53,471
Polaris	Service to the Handicapped	7,500
BURNS LAKE		
Burns Lake Bridge the Gap Society	Youth Project	13,986
CAMPBELL RIVER		
Campbell River Counselling and Crisis Line Services Society	Family Service Project Crisis Centre	32,860
Campbell River Youth Centre	Youth Project	32,095
CASTLEGAR		
Kootenay Columbia Child Care Society	Volunteer Service	11,687
CHILLIWACK		
Chilliwack Community Services	Volunteer Service Family Service Project Crisis Centre	81,000
COURTENAY		
Crossroads Crisis and Family Services Society	Crisis Centre Family Service Project	35,352
Comox Strathcona Youth Chance Society	Youth Project	29,946
COQUITLAM		
Coquitlam SHARE Society	Crisis Centre	85,548
	Family Service Project	37,408
	Low Income Group	61,050
Greater Coquitlam Volunteer Bureau	Volunteer Service	10,914
CRANBROOK		
Cranbrook Homemaker Services	Transportation Project	7,824
East Kootenay Mental Health Society	Volunteer Service Family Service Project Crisis Centre Service to the Handicapped Youth Service	50,449 13,970
CRESCENT BEACH		
Crescent Beach Community Services	Family Service Project	14,875
CRESTON		
Kootenay Society for Handicapped, Creston Citizen Advocacy	Service to the Handicapped	9,944

Location and Agency	Type of Service	Amount 1981-82
DAWSON CREEK		
Nawican Friendship Centre	Youth Project	$ 32,720
South Peace Senior Citizens Association	Services to Seniors	43,112
DELTA		
Deltassist	Family Service Project Volunteer Service	84,648
DUNCAN		
Cowichan Family Life Association	Family Service Project	20,607
Cowichan Valley Volunteer Society	Volunteer Service	19,020
FALKLAND		
Falkland and District Community Association	Youth Project	15,928
FERNIE		
Elk Valley Crisis and Information Line Society	Crisis Centre	46,705
FORT NELSON		
Fort Nelson-Liard Native Friendship Society	Youth Project	19,248
FORT ST. JOHN		
North Peace Community Resources Society	Volunteer Service	11,188
Fort St. John Friendship Society	Youth Project	24,684
FRASER LAKE		
Nechako Valley Community Services Society	Crisis Centre	21,714
GOLDEN		
Golden Community Resources Society	Volunteer Service	3,286
The Golden Chapter of the Association for the Retarded Children of British Columbia	Service to the Handicapped	12,950
GRANISLE		
Granisle Daybreak Association	Family Service Project	12,100
HAZELTON		
Hazelton's Wil Luu Sa'yd Goot Society	Youth Project	28,364
HOUSTON		
Houston Health and Human Resources Centre	Family Service Project	12,768
HOPE		
Hope Community Chimo Services	Volunteer Service	6,500
KASLO		
Kaslo and District Homemakers Society	Family Service Project	7,062
KAMLOOPS		
Kamloops Family Life Association	Family Service Project	74,000
Kamloops Citizen Advocacy	Service to the Handicapped	7,000
Boys and Girls Club of Kamloops	Youth Project	34,611
Kamloops Community YM-YWCA	Youth Project	30,780
KELOWNA		
Central Okanagan Social Planning Society	Volunteer Service	21,461
	Crisis Centre	37,912
	Low Income Group	8,797
Kelowna and District SHARE Society	Low Income Group	12,614
Kelowna Single Parents Association	Family Service Project	11,200
KIMBERLEY		
Kimberley and District Homemakers Services	Transportation Project	10,263
KITIMAT		
Kitimat Community Services Volunteer Coordinator	Volunteer Service	13,904
LAKE COWICHAN		
Cowichan Lake District Activity and Resources Centre	Youth Project	19,032
LANGLEY		
Langley Community Services	Volunteer Service	22,838
Langley Family Services Association	Family Service Project	40,781

Location and Agency	Type of Service	Amount 1981-82
MACKENZIE		
Mackenzie Community Rehabilitation Society, Project Serenity	Crisis Centre	$ 7,761
MAPLE RIDGE		
Maple Ridge-Pitt Meadows Community Services Council	Family Service Project	54,191
	Volunteer Service	20,000
	Youth Project	16,265
	Family Service Project	28,000
	Low Income Group	18,704
MISSION		
Mission Community Services Association	Family Service Project	52,829
	Volunteer Service	
NAKUSP		
Nakusp Homemakers Society	Volunteer and Information Centre	9,530
NANAIMO		
Nanaimo Family Life Association	Family Service Project	22,688
Nanaimo Volunteer Centre Society	Volunteer Service	19,875
Nanaimo Citizen Advocacy Association	Service to the Handicapped	23,175
Nanaimo Community Employment Advisory Board	Low Income Group	21,404
Boys and Girls Club of Nanaimo	Youth Project	34,942
Nanaimo Association for Intervention and Development	Youth Project	51,699
	Crisis Centre	
NELSON		
Nelson Community Services Centre	Family Service Project	73,846
	Crisis Centre	
	Volunteer Service	7,392
Nelson and District Homemaker	Transportation Project	15,171
NEW WESTMINSTER		
Family Services of Greater Vancouver, (New Westminster)	Family Service Project	11,000
Lower Mainland Community Housing Registry Society	Low Income Group	5,000
Self-Aid Never Ends Society	Low Income Group	40,857
Western Society for Senior Citizens Services	Services to Seniors	48,378
YM-YWCA of New Westminster and District	Youth Project	41,294
NORTH VANCOUVER		
Capilano Community Services	Multi-Service Agency	9,423
Family Services Association of Greater Vancouver (North Shore)	Family Service Project	29,412
City and District of North Vancouver		
North Shore Living and Learning Centre	Volunteer Service	19,162
North Shore Neighbourhood House	Family Service Project	25,735
North Shore Projects Society for the Low Income and Handicapped	Service to the Handicapped	16,239
	Low Income Group	
North Shore Volunteers for Seniors	Services to Seniors	14,590
PARKSVILLE		
District 69 Society of Organized Services	Family Service Project	12,474
PENTICTON		
Penticton and District Society Planning Society	Family Service Project	18,908
	Low Income Group	30,976
	Transportation Project	14,662
	Volunteer Service	30,256
PORT ALBERNI		
Port Alberni Family Guidance Association	Youth Project	17,020
	Family Service Project	14,000
Port Alberni and Area Volunteer Centre	Volunteer Service	29,209
Wheels for the Handicapped Society	Transportation Project	13,490
Alberni Valley Citizen Advocacy Society	Service to the Handicapped	23,175
PORT COQUITLAM		
Port Coquitlam Area Women's Centre	Family Service Project	11,014
POWELL RIVER		
Powell River Community Services Association	Youth Project	14,017

Location and Agency	Type of Service	Amount 1981-82
PRINCE GEORGE		
Prince George Crisis Intervention Society	Crisis Centre	$ 47,694
PRINCE RUPERT		
Prince Rupert Friendship House Association	Youth Project	17,268
PRINCETON		
Princeton and District Services Society	Transportation Project	30,328
PROVINCE WIDE		
BC Association for the Mentally Retarded, Training and Administrative Support	Services to the Handicapped	53,343
BC Association of Volunteer Centres Volunteer Week '82	Volunteer Service	3,000
BC Parents in Crisis	Family Service Project	77,733
Canadian Paraplegic Association	Service to the Handicapped	231,451
Canadian Wheelchair Sports Association	Service to the Handicapped	13,852
Catholic Community Services	Family Service Project	68,607
Coalition of BC Rape Centres Society	Crisis Centres	29,700
John Howard Society of British Columbia	Family Service Project	55,535
Pacific Association of Autistic Citizens	Service to the Handicapped	51,678
Vancouver Volunteer Society	Volunteer Service	39,667
Western Institute for the Deaf	Service to the Handicapped	23,950
QUEEN CHARLOTTE ISLANDS		
Queen Charlotte Islands Teen Involvement Program	Youth Project	14,000
QUESNEL		
Quesnel Contact Line and Centre	Crisis Centre	35,230
Quesnel and District Community Aid Society	Transportation Project	58,936
Quesnel Tillicum Society	Low Income Group	11,523
RICHMOND		
Richmond Family Place Society	Family Service Project	30,200
Family Services of Greater Vancouver, Richmond Branch	Family Service Project	14,968
Richmond Volunteer Centre	Volunteer Service	3,400
Richmond Youth Service Agency	Youth Project	35,600
Chimo Personal Distress Intervention Services	Crisis Centre	68,100
SALMON ARM		
Shuswap Youth Centre Association	Youth Project	54,718
SALTSPRING ISLAND		
Saltspring Island Community Society	Family Service Project	29,146
SECHELT		
Sunshine Coast Community Services Society	Volunteer Service Transportation Project Service to the Handicapped	59,794
SMITHERS		
Smithers' Community Services	Family Service Project Youth Project Volunteer Service	26,830 48,048 10,920
SUMMERLAND		
Parkdale Place Housing Society, Lions Easter Seal Bus	Transportation Project	10,974
SURREY		
Surrey Coordinating Centre:		
Crisis Intervention Program;	Crisis Centre	32,300
Guildford Family Program;	Family Service Project	35,000
Mayfair Family Program;	Family Service Project	35,000
Professional Counselling Program;	Family Service Project	17,609
Surrey Family Development Program;	Family Service Project	42,800
Volunteer Bureau	Volunteer Service	22,000
Family Services Association of Greater Vancouver, (Surrey Family Services)	Family Service Project	1,488

Location and Agency	Type of Service	Amount 1981-82
TERRACE		
Terrace and District Community Service Society, Mother's Time Off	Family Service Project	$ 27,540
VANCOUVER		
Big Brothers of Greater Vancouver	Youth Project	39,000
Big Sisters of Greater Vancouver	Youth Project	27,170
Coast Foundation Society Resocialization Team	Service to the Handicapped	128,842
Crisis Intervention and Suicide Prevention Centre for Greater Vancouver	Crisis Centre	29,634
Credit Union Pacific (CUPAC)	Miscellaneous	53,763
Divorce Lifeline of Greater Vancouver	Family Service Project	1,310
Douglas Park Community Centre Association	Service to the Handicapped	4,800
Downtown Eastside Women's Centre Association	Family Service Project	23,000
Dunbar Community Association	Youth Project	9,504
East Side Family Place Society	Family Service Project	38,500
First United Church:		
Downtown Handicapped Program;	Service to the Handicapped	14,365
Prenatal Project	Family Service Project	3,146
Franklin Community School Association	Youth Project	20,854
Grandview Community Centre Association	Youth Project	12,482
Greater Vancouver Information and Referral Services, Directory of Services and Referral Program	Miscellaneous	37,127
Kiwassa Neighbourhood Services:		
Hear Hear Project;	Service to the Handicapped	33,264
McDonald School Worker	Youth Project	8,100
LIFE Resources Centre	Family Service Project	7,248
Little Mountain Neighbourhood House	Family Service Project	8,399
Marpole Oakridge Area Council Society, Neighbourhood Place	Family Service Project	21,883
Mental Patients Association, Drop-In Centre	Services to the Handicapped	89,499
Mount Pleasant Family Centre Society	Family Service Project	58,288
Multi-lingual Orientation Service Association for Immigrant Communities, (MOSAIC)	Miscellaneous	127,031
Native Indian Cultural Centre Society, Native Services Review	Family Service Project	2,724
Native Women's Honour Society Family and Cultural Centre	Family Service and Youth Project	75,738
Neighbourhood Services Association of Greater Vancouver:		
Gordon House — Davie Street Project;	Youth Project	39,230
Gordon House — People Place;	Miscellaneous	23,760
Kitsilano Neighbourhood Family Focus;	Family Service Project	7,972
Mount Pleasant Family and Children's Worker Program;	Family Service Project	26,172
Mount Pleasant Teen Centre	Youth Project	20,541
South Vancouver Housing Development Project	Family Service Project	41,851
Outreach Services for Native Indians:	Youth Project	45,819
South Vancouver Neighbourhood House		
Cedar Cottage Neighbourhood House		
Optimist Club of Vancouver	Service to the Handicapped	750
Raycam Cooperative Association, Native Youth Worker	Youth Project	19,316
Red Door Rental Society	Low Income Group	60,766
Riley Park Community Association, Branching Out	Family Service Project	12,128
St. James Social Service Society	Multi-Service Agency	113,705
	Low Income Group	8,232
Senior Citizens Association of BC West End Seniors Workshop	Service to Seniors	492
The Salvation Army Maywood Home	Family Service Project	13,860
Skeena Terrace Tenants Association	Family Service Project	16,181
United Native Nations Local 108, Native Streetworkers Project	Miscellaneous	34,919
Vancouver Board of Parks and Recreation:		
Strathcona Youth Project;	Youth Project	9,436
Thunderbird Youth Project	Youth Project	10,205

Location and Agency	Type of Service	Amount 1981-82
Vancouver Community Workshop Society	Low Income Group	$ 51,959
Vancouver Indian Centre Society	Family Service Project	25,764
Vancouver Life Skills Society	Family Service Project	29,939
Vancouver Resource Society for the Physically Disabled	Service to the Handicapped	71,308
Volunteer Grandparents Association	Family Service Project	37,922
West End Community Centre Association, West End Single Parents Group	Family Service Project	4,010
West Side Family Place Society	Family Service Project	17,920
VERNON		
Multiple Sclerosis Society	Transportation Project	19,037
People in Need Crisis Intervention Society of Vernon and District	Crisis Centre	17,874
VICTORIA		
Big Brothers and Big Sisters of Victoria, Capital Regional District	Youth Project	8,066
Community Counselling Centre Association, Sidney	Family Service Project	15,421
Crisis Intervention and Public Information Society of Greater Victoria	Crisis Centre	44,956
Downtown Blanshard Advisory Committee	Family Service Project	20,196
Equimalt, Vic West, View Royal Advisory Society	Family Service Project	28,327
Garth Homer Society for the Handicapped	Service to the Handicapped	71,215
	Transportation Project	14,612
	Volunteer Service	24,253
Greater Victoria Citizen Advocacy	Service to the Handicapped	30,107
Greater Victoria Citizens Counselling	Family Service Project	26,378
Greater Victoria Volunteer Society	Volunteer Service	43,874
James Bay Community Resources Board	Family Service Project	13,677
	Youth Project	15,604
Kiwanis Club of Victoria	Youth Project	14,880
Oak Bay Volunteer Services Society	Volunteer Service	20,000
Peninsula Community Association	Youth Project	22,000
	Volunteer Service	20,618
Physically Handicapped Action Committee Society	Service to the Handicapped	10,744
Salvation Army, Victoria "Harbour Light"	Low Income Group	13,094
Victoria and Vancouver Island Multiple Sclerosis Society	Transportation Project	16,920
Victoria Single Parents Resource Centre Society	Family Service Project	33,000
Victoria YM-YWCA of Greater Victoria	Youth Project	94,706
WHITE ROCK		
Coordinating Centre Society	Volunteer Service	25,519
WILLIAMS LAKE		
Canadian Mental Health Association	Crisis Centre	46,587

ACHIEVEMENT CENTRES

The Achievement Centres program provides financial support to community-based nonprofit societies operating achievement centres for handicapped persons. Authority for this program is provided by the Guaranteed Available Income for Need Act (section 2, subsections 1 and 2; and section 5), and Regulations (sections 5, 18, and 19).

Achievement centres provide organized day programs for handicapped and disabled persons over school-leaving age to help them improve their social and work skills, and increase their independence.

Some centres provide a workshop program aimed at developing basic work skills, while others provide an activity program, or a combination of both. Societies are responsible for the direction, priorities, and financial management of their centres. Some societies operate more than one centre. Today 78 centres throughout the province are assisted by the ministry.

Centres receive a monthly payment from the ministry, based upon the number of participant hours per month. These funds are not an allowance or wage to the participating clients; they are to assist centres in meeting their fixed

costs, such as salaries and other operating expenses. Centres which have a small group of handicapped clients and are unable to accrue many participant hours may receive a fixed sum per month. In 1981-82, this grant was increased from $1,000 to $1,100 per month. Assistance with a capital expenditure may also be authorized, particularly if it relates to client safety.

To ensure access to these centres by handicapped persons, a transportation allowance is available. In May 1981, this allowance was increased from a maximum of $20 to a maximum of $46 per month. The transportation allowance is administered through local Ministry of Human Resources offices.

Achievement centres receive only part of their operating costs from the Ministry of Human Resources. The balance of funding, and other supports, is provided by societies and agencies. Staff is both volunteer and paid.

In 1981-82, the subsidy per participant hour paid by the ministry was increased from $1.00 to $1.10.

Funding was approved for new centres located in 100 Mile House, New Westminster, Smithers, and Port Coquitlam.

Increased community support also enabled existing achievement centres, such as the Hub in Revelstoke and the Sechelt centre, to expand their services to a greater number of clients. In addition, capital grants were made to centres in Kelowna, Quesnel, Smithers, Salmon Arm, Port Alberni, and Sechelt to either improve or enlarge their buildings and facilities.

Table 104
Achievement Centres, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$5,922,592
1980-81	4,903,669
1979-80	3,518,475
1978-79	3,003,611
1977-78	2,497,997

Table 103
Achievement Centres, 1977-78 to 1981-82

Year	Number of Centres	Approx. Number of Clients per Month	* Subsidy Rate Per Month	Approx. Hours of Client Services
1981-82	78	5,000	$1.10	4,646,525
1980-81	75	5,000	1.00	4,458,025
1979-80	75	5,000	73	3,880,989
1978-79	74	4,500	73	3,403,364
1977-78	67	4,000	62	3,345,968

** Small centres may receive a fixed grant of $1,100 per month.*

Achievement Centres	1981-82 Grant
REGION 1	
The Kettle Friendship Society Vancouver	$ 59,350.00
REGION 2	
Vancouver Central Lions Club Carscraft Bluebird Shop Vancouver	23,760.00
Canadian Mental Health Association Vancouver Activity Centre Vancouver	107,262.20
Arbutus Work Incentive Society Kitsilano Workshop Vancouver	13,200.00
Arbutus Work Incentive Society Mt. Pleasant Workshop and Re-employment Centre Vancouver	11,000.00

Achievement Centres	1981-82 Grant
REGION 3	
Armstrong-Enderby Association for the Mentally Retarded Kindale Workshop Armstrong	$ 73,592.10
Grand Forks and District Society for the Handicapped Broadacres Achievement Centre Grand Forks	34,243.20
Canadian Mental Health Association Discovery Clubs (2) Kelowna	100,132.50
Kelowna and District Society for the Mentally Retarded Kelowna Diversified Industries Kelowna	113,654.70
Penticton and District Society for the Mentally Handicapped Penticton Training Centre Penticton	142,887.60

Achievement Centres	1981-82 Grant
Vernon and District Association for the Mentally Retarded "Venture" Training Centre Vernon	$ 150,912.85
Canadian Mental Health Association Vernon Workshop Vernon	48,078.45
REGION 4	
Kootenay Society for the Handicapped Clay Castle Castlegar	11,169.40
Kootenay Society for Handicapped Children Cranbrook Achievement Centre Cranbrook	75,628.35
Kootenay Society for Handicapped Crestermics Workshop Creston	33,903.40
Windermere and District Social Services Society Lake Windermere Workshop Invermere	80,400.00
Kootenay Society for the Handicapped Silver King Industries Nelson	41,720.25
Kootenay Society for the Handicapped Trail Rehabilitation Industries Trail	27,811.60
REGION 5	
Prince George and District Association for the Retarded Aurora Activity Centre Prince George	84,266.50
Quesnel and District Association for the Mentally Retarded Borealis Achievement Centre Quesnel	29,615.68
Williams Lake and District Association for the Mentally Retarded Summit Williams Lake	28,945.45
Cedar Crest Society for Handicapped Persons 100 Mile House	7,700.00
REGION 6	
MSA Community Services Abbotsford	77,550.00
MSA Association for the Retarded Wildwood Training Centre Abbotsford	$ 91,262.70
Chilliwack and District Opportunity Workshop Chilliwack	51,298.60
Hope Association for the Retarded Tillicum Workshop Hope	19,504.50
Langley Association for the Handicapped "Bridge" Achievement Centre Langley	71,627.60
Mission Workshop Association Mission	86,398.45
Upper Fraser Valley Society for the Retarded Sunshine Drive Occupational Centre Sardis	88,693.95
REGION 7	
Terrace Association for the Mentally Retarded Terrace	27,673.20
Kitimat Association for the Mentally Retarded Kitimat Workshop Kitimat	13,200.00
Prince Rupert Association for the Mentally Retarded Prince Rupert Achievement Centre Prince Rupert	15,845.20
Smithers Community Services Association Smithers	9,900.00
REGION 8	
Dawson Creek Society for Retarded Children Peace Land Activities Centre Enterprises Dawson Creek	41,651.60
REGION 9	
Kamloops Society for the Retarded Pleasant Industries Kamloops	167,163.10
Nicola Valley Association for the Mentally Retarded Ska-lu-la Workshop Merritt	13,200.00

Achievement Centres	1981-82 Grant
Princeton and District Community Services Princeton Handicapped Achievement Training Centre Princeton	$ 13,200.00
Revelstoke and District Association for the Mentally Retarded HUB Achievement Centre Revelstoke	16,448.30
Salmon Arm Association for the Mentally Retarded Shuswap Sheltered Workshop Salmon Arm	31,543.10
REGION 10	
Campbell River District Association for the Mentally Retarded "Our Place" Achievement Centre Campbell River	31,156.70
Bevan Lodge Association Special Opportunity Centre Courtenay	112,801.30
Duncan and District Association for the Mentally Handicapped Cowichan Opportunity Centre Duncan	85,398.15
Canadian Mental Health Association (Contact House) White Cross Centre Nanaimo	13,200.00
Nanaimo Association for the Mentally Retarded Narco Centre Nanaimo	87,516.25
Alberni District Association for the Mentally Retarded Arrowsmith Services Port Alberni	49,702.02
Parksville-Qualicum Beach Association for the Handicapped TECH Achievement Centre Parksville	31,884.00
REGIONS 11 and 20	
Capital Regional Association for the Mentally Retarded Langwood Achievement Centre Victoria	168,284.10
Capital Mental Health Association Community Explorations Victoria	21,726.10
Capital Mental Health Association Pathways Achievement Centre Victoria	28,135.10
Capital Mental Health Association White Cross Centre — Victoria Victoria	$ 113,234.70
Garth Homer Society for the Handicapped Victoria	115,698.30
Saltspring Island Community Society Saltspring Island Achievement Centre Ganges	13,200.00
REGION 12	
Semiahmoo House Society for the Handicapped White Rock	128,295.75
Vancouver-Richmond Association for Mentally Handicapped People Workshop #1, #2, and #3 Richmond	498,118.00
REGION 13	
Burnaby Association for the Mentally Handicapped Burnaby Activity Workshop Burnaby	130,860.20
Simon Fraser Society for the Mentally Handicapped People Beacon Services, NWD New Westminster	126,049.10
SANE Society Sha Sha Achievement Centre New Westminster	91,804.90
Canadian Mental Health Association Burnaby Achievement Centre Vancouver	100,439.10
REGION 14	
Canadian Mental Health Association Corner House New Westminster	13,200.00
Canadian Mental Health Association North Vancouver	26,929.60
North Shore Association for the Mentally Handicapped Coona Progress Services and ARC Woodworking Services North Vancouver	125,280.10
Powell River Association for the Mentally Retarded Artaban Training Centre Powell River	73,619.00

Achievement Centres	1981-82 Grant
Sechelt and District Association for the Mentally Retarded Sunshine Achievement Centre Gibsons	$ 13,200.00
REGION 15	
St. James Social Service Society Gastown Workshop Vancouver	26,400.00
REGION 17	
Coast Foundation Society Vancouver	116,160.00
Vancouver-Richmond Association for Mentally Handicapped People Berwick Memorial Centre Vancouver	13,200.00
Vancouver Mental Patients Association Vancouver	22,998.80
REGION 18	
Surrey Association for the Mentally Retarded Clover Valley Industries Surrey	126,411.10
Surrey Rehabilitation Society Surrey Achievement Centre for Handicapped Persons Surrey	101,475.00
REGION 19	
Maple Ridge-Pitt Meadows Community Services Council Haney Activity Centre Maple Ridge	69,265.15
Maple Ridge Association for the Mentally Retarded Harold E. Johnson Centre Maple Ridge	37,141.40
New View Society Port Coquitlam	84,337.00
Simon Fraser Society for Mentally Handicapped People Beacon Services PMD New Westminster	57,076.80
Second Step Society for Physically Handicapped Adults Port Coquitlam	20,084.15
TOTAL	$5,077,175.30

SENIOR CITIZENS' COUNSELLORS

The Senior Citizens' Counsellors program helps senior citizens in British Columbia become aware of services and programs available to them. The program is provided under the statutory authority of the Guaranteed Available Income for Need Act (section 2).

Senior citizens' counsellors are seniors who work as volunteers. The number of counsellors has grown from 30 in 1968, to 200 in 1981-82.

The counsellors perform services which include driving elderly people for medical appointments, visiting the lonely, advising on government programs, assisting with the completion of forms, helping to develop new community programs to meet the special needs of senior citizens, and providing information, counselling and referral services.

The volume of work, and number of calls and interviews made by counsellors during a month vary according to areas. Counsellors submit monthly reports for out-of-pocket expenses and may be reimbursed for up to $100 per month.

Counsellors are appointed on recommendations from regional managers. They have usually been involved in some community work before retirement.

Counsellors work closely with their local ministry office. They update their knowledge of services, and changes in federal and provincial programs (OAS, GIS, GAIN, SAFER, etc.), by attending workshops and seminars.

Upon appointment, counsellors attend a two-day orientation workshop in Victoria. Contact with other senior citizens' counsellors is maintained through monthly reports, letters, phone calls, the monthly newsletter 'Counsellor Reporter', and workshops.

Table 105
Senior Citizens' Counsellors, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$214,775*
1980-81	139,697
1979-80	126,125
1978-79	85,782
1977-78	56,208

** In 1981-82, expenditures include the cost of all workshops.*

Table 106
Seniors' Day Centres Funding, 1981-82

Region	Name of Day Centre		Amount
2	Kitsilano Senior Citizens' Recreation and Social Centre		$ 1,425
4	Penticton and District Retirement Centre		55,000
5	Elder Citizens' Drop-In		12,474
6	Matsqui-Abbotsford Seniors' Centre		11,250
10	OAP Branch 52 Activity Centre	$ 8,[illegible]	
	Cowichan Lake Seniors	4,6[illegible]	
	Coombs Hobby Pensioners	[illegible],780	
	Cowichan Valley Seniors' Program	8,[illegible]9	
			29,612
11,20	Silver Threads Service (four centres)		44,657
14	Silver Harbour Manor Society		101,613
15	Japanese Seniors' Drop-In Centre	18,497	
	DERA Senior Citizens' Club	14,388	
	411 Seniors' Centre Society	118,030	
	Downtown Seniors' Project	2,250	
	Strathcona Community Centre Association	17,333	
			170,498
16	Renfrew Collingwood Seniors		33,915
17	Marpole Oakridge Seniors' Drop-In	15,456	
	SAIL Seniors' Drop-In and Counselling Service	15,500	
			30,956
	TOTAL		$633,990

SENIORS' DAY CENTRES

The Seniors' Day Centres program provides grants to community-based drop-in centres for the elderly. The centres may provide counselling and information, recreational activities, and arts and crafts, together with an opportunity to socialize. The grants are provided under the statutory authority of the Guaranteed Available Income for Need Act (section 2).

The grants assist with building upkeep, utilities, staff costs, and program expenses. A modest membership fee is charged by some centres.

Grants provided during fiscal year 1981-82 totalled $633,990.

BUS PASSES

The Bus Pass program aids and encourages mobility among low-income senior citizens and persons receiving GAIN for Handicapped by providing a subsidy which covers most of the cost of local bus transportation. All holders of Ministry of Human Resources bus passes may travel without payment of fares on their local transit system in the province, according to their area of residence. The program operates under the statutory authority of the Guaranteed Available Income for Need Regulations (section 3, a and c) and the Ministry of Human Resources Act.

During 1980, a new system was installed to replace the existing six-month passes with twelve-month passes for 1981. Also, residents in Greater Vancouver and Greater Victoria transit areas were required to have permanent photo identification, forming a two-part bus pass.

A further development in 1980, made in conjunction with the Urban Transit Authority, was the extension of the Bus Pass program to 17 British Columbia communities having local transit service.

Bus Passes are issued to:

- residents of British Columbia, 65 years or over, who are receiving the Federal Guaranteed Income Supplement and/or GAIN Seniors' Supplement;
- residents of British Columbia, 60 years or over, who are in receipt of GAIN benefits; and
- residents of British Columbia, under 65 years of age, who are in receipt of GAIN for Handicapped benefits.

Administrative costs, and a per pass subsidy of approximately half the regular user fee, are borne by the ministry, under the division of Office Supply and Services. The ministry also contracts with the Capital Regional District, the Greater Vancouver Regional District and the Urban Transit Authority for the per pass subsidy. The per pass subsidy rate paid by the Capital Regional District and the Greater Vancouver Regional District in 1981 was $5.00 monthly, and $9.00 monthly in 1982. The Urban Transit Au-

thorities in other communities paid a per pass subsidy rate of $3.33 monthly in 1981 and 1982. Net expenditures for the 1981-82 fiscal year totalled $2,026,069.

In the 1981 calendar year, 36,107 clients paid $10.00 each for the annual Ministry of Human Resources bus pass. The ministry in turn paid the transit operators $2,763,054 for those passes.

As of March 31, 1982, 32,982 persons had received Ministry of Human Resources bus passes. These were distributed as follows:

- Greater Vancouver (GVRD), 25,466;
- Greater Victoria (CRD), 5,258; and
- Other Communities (UTA), 2,258.

Table 107
Number of Bus Passes Issued and Payments, by District, 1981

District	Number of Passes	Payment for 1981
Capital Regional District	5,330	$ 435,789
Greater Vancouver Regional District	28,775	2,263,072
Other Communities (Urban Transit Authorities)	2,002	64,184

Table 108
Number of Bus Passes Issued, 1977 to 1982

March 1982	32,982
March 1981	34,096
December 1980	32,638
June 1980	33,972
December 1979	31,930
June 1979	33,131
December 1978	32,100
June 1978	31,838
December 1977	29,765
June 1977	30,443

BRITISH COLUMBIA COUNCIL FOR THE FAMILY

The British Columbia Council for the Family, operating under the Society Act of British Columbia, has three objectives:

- to act as a forum for representatives of communities throughout the province to communicate with each other, and with government and voluntary agencies, about the needs of the family and receive help to meet such needs;
- to stimulate and facilitate self-help projects to support and strengthen families; and
- to further public knowledge and promote public concern about the well-being of the family in association with local, provincial, national or international groups.

The British Columbia Council for the Family is a nonprofit organization which was incorporated on March 23, 1977. Since that time, the council has developed a wide network of affiliated agencies and contact persons in almost every community of the province. In 1981, the council's membership represented 114 communities throughout British Columbia.

The council initiates and supports family programs, provides information to voluntary organizations about family support programs and resources, and prepares program materials. As well, the council publishes a quarterly newsletter which contains information about council activities, current family concerns and resource addresses. The council also sponsors an annual workshop for private agency members, distributes a private agency directory and guidelines for administering private agencies, and, in 1981-82, established a private agency committee.

The British Columbia Council for the Family established the month of May as Family Month in British Columbia to increase public awareness of the importance of the family in our society. Family Month involves thousands of volunteers throughout the province, in recreational, educational and religious events for families.

The council also works closely with adult education institutions. In 1981-82, an advisory committee consisting of representatives from the council and the Ministry of Education published a discussion paper on family learning activities in British Columbia. As well, the second Working Together for Family Learning Conference

Table 109
BC Council for the Family, Expenditures, 1977-78 to 1981-82

Year	Source of Funds		Total Expenditure
1981-82	Ministry	$59,113	
	Council	12,891	$72,004
1980-81	Ministry	48,237	
	Council	24,814	73,051
1979-80	Ministry	45,897	
	Council	24,760	70,657
1978-79	Ministry	41,580	
	Council	19,020	60,600
1977-78			
(Aug 1 - Mar 31)			
	Ministry	22,591	
(Apr 1 - Mar 31)			
	Council	12,683	35,276

was held in cooperation with the Ministry of Education Continuing Education division.

The council also began work on two new handbooks during the year: Family Resource Centres and Volunteer Grandparents.

The Ministry of Human Resources supports the work of the British Columbia Council for the Family by providing office space and salaries for a director and an administrative support person. In addition, the council raises funds through donations and membership fees to cover the cost of program development and promotion, and to assist in the organization of local branches.

SECTION VII

Residential Services for the Mentally Handicapped

INTRODUCTION TO RESIDENTIAL SERVICES

The objective of Residential Services for the Mentally Handicapped is to assist people to live as independently as possible. The primary goal of this program is to provide mentally handicapped persons with a place to live, in their own communities when possible, that will fulfill their specific needs and increase their independence.

In November of 1981, the ministry received Cabinet approval to begin planning for phasing down the three large institutions funded by the ministry. Consistent with this direction, the ministry has been working towards developing more community based resources.

Residential Services for the Mentally Handicapped provides a range of facilities throughout the province for mentally handicapped persons and their families to choose from.

COMMUNITY RESIDENTIAL CARE

Community Residential Care provides homes for mentally handicapped adults in their own communities. The homes provide a setting in which trained staff assist and encourage mentally handicapped persons who are learning to become independent.

This program is operated under the statutory authority of the Guaranteed Available Income for Need Act (section 2, subsections 1 and 2) and Guaranteed Available Income for Need Regulations (sections 22, 24, 25 and schedule C). Standards of care are determined by the Community Care Facilities Licencing Act and Adult Care Regulations and Hospital Act (section 6).

To meet its objectives, the Community Residential Care program uses the following models, all of which are classified by the Community Care Facilities Licencing Act as specialized residential resources:

Group Homes

Group homes provide living quarters for six to twelve residents, and are operated by nonprofit societies.

Proprietary Boarding Homes

Proprietary boarding homes are commercial enterprises. Boarding homes with three or more beds require licencing under the Community Care Facilities Licencing Act. Assessments and rates in these homes are the same as those of the Ministry of Health Long-Term Care program.

Respite Care

Respite care for mentally handicapped persons is provided to families in several ways. Short-stay hostels are funded and staffed to provide emergency and respite care from overnight up to 30 days. They are sponsored by nonprofit societies. Bed subsidy homes offer a similar service, but are private homes which are paid a retainer fee by the Ministry of Human Resources plus an additional user fee by the families of handicapped persons. Some group homes have one or two beds set aside to provide respite care also.

Independent Living Homes

Independent living homes are community based facilities for mentally handicapped adults who are able to live in small groups in homes or apartments leased from nonprofit societies. These homes are specially designed to provide the greatest amount of independence with realistic in-home support. The objective is to provide a bridge between institutional or community residential care, and independent living.

Training Centres

The four residential training centres for the mentally handicapped currently operated by nonprofit societies in British Columbia are:

- Beaver Lodge, Oliver;
- Endicott Centre, Creston;
- Northern Training Centre, Smithers; and
- Variety Farm, Ladner.

These training centres are coeducational, and provide vocational training during an average stay of approximately two years.

Community Living Society

The Community Living Society helps the ministry make appropriate community placements for mentally handicapped persons who

Table 110
Community Living Society, Expenditures, 1978-79 to 1981-82

Year	Expenditure
1981-82*	$1,075,117
1980-81	954,000
1979-80	327,849
1978-79	248,523

* *These funds include a direct grant of $110,000 provided to the Community Living Society for administrative costs and some services. Additional funds were committed for life-skills training and semi-independent residential programs operated by the society for children and adults.*

are, or were, residents of Woodlands. Staff of the society assess the needs of each person and, together with the individual's family and ministry staff, develop a plan for a successful community placement. The plan includes housing, life-skills training, recreation and education. The Community Living Society also develops local resources for mentally handicapped persons.

The ministry provides administrative and program funding to enable the society to develop the best plan for mentally handicapped persons; one which will ease the transition from an institution to the community.

The Community Living Society has served the following number of clients:

- 50, in 1981-82;
- 40, in 1980-81;
- 33, in 1979-80; and
- 15, in 1978-79.

Community Living Skills

The Community Living Skills program provides time-limited training in life-skills to mentally handicapped adults. Learning life-skills such as personal hygiene, good eating habits, and time management, is an important step towards independence.

The ministry contracts with nonprofit societies, or qualified individuals, to teach life-skills. A contract is drawn up for each client, detailing specific goals, the time required to meet these goals, and methods of measuring progress.

An in-depth review initiated in 1980-81, to assess the quality of care provided in licensed residential facilities for mentally handicapped adults, continued through 1981-82. As well, significant amendments to the Adult Care Regula-

Table 111
Community Living Skills, 1979-80 to 1981-82

Year	Average Cost Per Unit-Hour of Services	Number of Unit-Hours of Services Provided	Approximate Number of Clients Who Received Services
1981-82	$9.12	116,943	543
1980-81	8.30	109,214	411
1979-80	7.63	20,375	80

Table 112
Facilities Operated by Nonprofit Societies, 1978-79 to 1981-82

Year	Semi-Indep. Living Homes	Residents	Group Homes	Residents	Training Centres	Residents	Total Number of Mentally Handicapped Residents
1981-82*	27	52	97	870	4	150	572
1980-81	—	—	97	997	4	150	547
1979-80	—	—	91	840	4	150	490
1978-79	—	—	26	115	4	151	466

* *Three new group homes were opened during 1981-82, while four other group homes were closed. Of the latter, one home was later reopened during the year to serve as a short-term semi-independent living home. Monies derived from the closure of the three other homes, were redirected into other services for mentally handicapped adults. As a result of these closures and some residents moving, there was a reduction of 27 beds in group homes.*

Table 113
Number of Residents in Proprietary Residential Care Facilities, by Levels of Care, 1980-81 and 1981-82

Year	Residences*	Personal Care	Intermediate Care I	Intermediate Care II	Intermediate Care III	Total Number of Mentally Handicapped Residents**
1981-82	215	226	292	196	112	826
1980-81	219	237	308	202	115	862

* *Residences include all forms of proprietary residences, private hospitals, boarding homes, unlicensed family homes and long-term care facilities which provide care for some mentally handicapped persons.*

** *These are end-of-year figures. Some residents came into the program during the year; others were reassessed to a higher level of care part of the way through the year.*

tions of the Community Care Facilities Licensing Act, effective March 1981, resulted in improved service delivery in 1981-82. These changes define the expectations and requirements of adult care in residential facilities more clearly, and in greater detail.

During 1981-82, several individual resources were phased out and funds were redirected into other more effective forms of residential care. Region 2 (Vancouver Burrard) established a Macro-regional 10-bed resource. The resource provides a comprehensive behaviour shaping program for mentally handicapped persons with serious behavioural problems. As well, four new residential resources were opened in the communities of Victoria, Prince George, New Westminster and West Vancouver.

A significant development in 1981-82 was the establishment of three Planning Groups to review and make recommendations on the development and use of services for the mentally handicapped. Each group will be responsible for one of three designated areas of the province: Vancouver/Lower Mainland, Northern Interior and Vancouver Island. Groups are composed of

Table 114
Number of Community Residential Facilities and Residents, by Regions, 1981-82

Region	Number of Adult Community Residential Facilities*	Number of Residents
1	4	10
2	5	11
3	35	284
4	21	131
5	8	25
6	31	163
7	7	43
8	2	9
9	40	111
10	29	123
11/20	19	78
12/18	34	187
13	18	58
14	7	67
15	—	—
16	—	—
17	11	65
19	12	33
TOTALS	283	1,398

* *Residential facilities include nonprofit Group Homes, Proprietary Residential Care Facilities including one and two bed unlicensed homes, Training Centres, Semi-Independent Living Homes and Bed Subsidy Homes.*

Table 117
Average Per Diem Rates of Nonprofit and Proprietary Care Homes, 1978-79 to 1981-82

Year	Average per Diem Nonprofit Homes	Average per Diem Proprietary Care
1981-82	$39.56	$25.19
1980-81	33.68	20.99
1979-80	32.52	18.26
1978-79	31.08	15.17

Table 115
Rates for Levels of Care (Proprietary), 1978-79 to 1981-82

Year	Personal Care	Intermediate Care I	Intermediate Care II	Intermediate Care III	Average
1981-82	$17.20	$22.00	$26.32	$42.34	$26.97
1980-81	15.13	19.65	23.50	37.80	24.07
1979-80	14.20	18.20	21.75	35.30	22.29
1978-79	13.50	16.45	20.55	28.30	19.70

Table 116
Community Residential Care, Expenditures, 1978-79 to 1981-82

Year	Semi-Independent Living Homes[1]	Nonprofit Homes	Proprietary Care	Capital Grants[2]	Start-up Grants[3]	Other Residences[4]
1981-82	$1,047,138	$7,392,796	$7,596,493	$221,558	$47,237	$165,727
1980-81	—	6,723,649	6,603,104	125,000	29,850	254,953
1979-80	—	5,816,759	5,821,745	155,443	82,883	327,791
1978-79	—	5,310,030	4,805,260	524,367	30,052	821,114

[1] *A new funding category was established in 1981-82 for Semi-Independent Living Homes. This program includes homes sponsored by the Community Living Society.*
[2] *Capital grants are provided for maintenance of physical plant in facilities for the mentally handicapped.*
[3] *Start-up grants are provided to start a program for the mentally handicapped.*
[4] *Funds are provided to accommodate handicapped persons who are living in homes which do not fall under other residential categories.*

staff from the three institutions as well as regional ministry staff.

Surveys will be carried out in each area to identify existing service needs and to establish a basis for the ongoing planning of comprehensive, community based services for mentally handicapped persons. The Vancouver/Lower Mainland group is working in conjunction with the British Columbia Association for the Mentally Retarded in this regard.

INSTITUTIONS

Services to mentally handicapped persons, whose special needs cannot be met in their community, are provided by three institutions: Glendale Lodge, serving Vancouver Island; Tranquille, serving the interior of the province; and Woodlands, serving the Lower Mainland and north coast. The resources and expertise of the institutions are made available to assist surrounding regions to develop their community services and to reduce admission requests.

Institution personnel work with families of handicapped persons, societies, and staff in nearby Ministry of Human Resources regions to develop alternative community resources. These services are provided under the statutory authority of the Mental Health Act, Guaranteed Available Income for Need Act, and Family and Child Service Act.

Woodlands

Woodlands admits only those persons who require a high level of care. Approximately 800 persons reside in Woodlands of whom seven out of eight are adults, three out of four are severely or profoundly retarded, and over half have physical and/or sensory problems.

Woodlands' residential and outreach services for mentally handicapped persons are delivered by 1,034 multidisciplinary and service staff through a matrix organizational structure. Over six hundred staff provide 24-hour, seven days a week residential care and training under the director of nursing. Medical, dental and paramedical services, such as physiotherapy, speech therapy, x-ray and laboratory services, are provided under the medical director.

The business administrator is responsible for the industrial shops, dietary, housekeeping and smaller service departments. In addition to skills training provided within the centre, Woodlands offers many off-ward educational, vocational, recreational and occupational therapy programs. These are provided by separate departments under the responsibility of the director of resident training and education.

Woodlands' services are divided into four program units: Outreach, Health Care, Life Preparation and Life Education. These units are coordinated by the director of resident training and education, the associate director of nursing, the director of psychology and the director of staff training.

The Senior Management Committee of Woodlands is chaired by the manager and is composed of the directors of medicine, training and education, staff training, personnel, social service, psychology, the associate director of nursing and the business director.

In 1981-82, the Senior Management Committee developed measurable goals to maintain services and develop resources. Each unit, ward and department set objectives to work towards meeting these goals.

Table 118
Woodlands, Resident Population, 1980-81 and 1981-82

Year	Admissions	Discharges	Resident Population at March 31
1981-82*	26	41	810
1980-81	31	42	836

* *In 1981-82, 11 deaths occurred.*

Table 119
Woodlands, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$31,671,677
1980-81	27,546,171
1979-80	23,620,917
1978-79	22,730,220
1977-78	19,598,096

Tranquille

Tranquille provides residential, assessment and training services to mentally handicapped children and adults from the northern and interior regions of the province. To help residents reach their developmental potential, an individual training plan is prepared for each resident by a multidisciplinary team. The team is responsible for ensuring that the appropriate social, educational, vocational, recreational and care services are provided.

Tranquille's services are divided into four pro-

gram units, each with a program director and manager who are responsible for directing and coordinating the work of multidisciplinary teams in delivering programs.

Youth Program

This program unit provides care and training to children and young people. In 1981-82, a new position was established to coordinate communication between Tranquille and schools attended by residents. The school liaison is also responsible for monitoring the progress of Tranquille students.

In keeping with Tranquille's policy to integrate residents into community activities, 14 young people became active members of the Kamloops' Boys and Girls Club in 1981-82, and are participating in a variety of activities.

Adult East Program

This unit provides a prevocational program for profoundly mentally handicapped persons. The program places emphasis on the development of self-care and community living skills as a preliminary step towards placement into community facilities.

A significant development in 1981-82, was the closure of Deerholme, an old building on the grounds, and the opening of Cottage 9, a family style living facility on the grounds of Tranquille. This facility is designed to prepare residents for community living. Of the 12 residents who participated in this training program in 1981-82, six were successfully placed in the community, and four were ready for, and awaiting community placement in 1982-83.

Adult West Program

The non-ambulant children and adults in this unit are given special stimulative services to develop mobility, coordination, and increased intellectual functioning. In 1981-82, this unit developed a Toy Enrichment program. Coupled with physiotherapy and other individualized services, this program helps staff meet the objectives of this unit.

Also during 1981-82, the Adult West Unit was established as an integrated unit. Supervisory staff are now assigned to the total program area rather than to a specific living area within the unit. This has enabled a greater and more efficient exchange of ideas among staff, and greater flexibility in supervising coverage of the unit.

Outreach Program

This program provides comprehensive assessments, consultation and home management services to non-resident mentally handicapped children and adults from the interior of the province.

During 1981-82, a behaviour modification training course for community service providers was developed. As well, a registered psychiatric nurse joined the Outreach Team to provide a more comprehensive service to the community. Under the direction of the Outreach nurse, staff have assisted in stabilizing discharge placements.

In 1981-82, progress continued in recruiting trained staff for regular positions that have been held by auxiliary staff. Through the recruitment of trained staff, positions have become more stable, and have enabled Tranquille to provide a higher quality of service to residents.

Table 120
Tranquille, Resident Population, 1980-81 and 1981-82

Year	Admissions	Discharges	Resident Population at March 31
1981-82	8	13	359
1980-81	20	24	364

Table 121
Tranquille, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$12,914,335
1980-81	11,529,979
1979-80	10,414,001
1978-79	9,327,128
1977-78	8,615,521

Glendale

Glendale Lodge provides residential, assessment, and training services to physically and mentally handicapped persons from Vancouver Island and the Gulf Islands.

Services provided at Glendale Lodge include:

- 300 beds for the care and development of severely and profoundly mentally handicapped persons on a long-term basis;
- 20 beds for the mentally handicapped on a short-term basis (one week to three months) to provide parent relief, parent vacation, parent respite in family illness or emergency, behaviour shaping to facilitate individual accommodation in own home or a community resource;

- Short-term training for the severely handicapped person;
- Comprehensive assessment service for handicapped individuals where there is an indication of retardation or of severe communication problems. This service also includes a travelling clinical team which covers the major centres in the geographical area served quarterly, or more often if requested by professional people in the area. The team operates in conjunction with the Ministries of Health, Human Resources and Education and also provides training programs for teachers in schools, parent counselling in general, and advice and guidance to parents who wish to keep their child in their own home;
- A screening assessment for those with impaired hearing (in conjunction with the Ministry of Health and other professional groups interested in hearing programs);
- A nine to five day-care program, five days a week, for physically and mentally handicapped of the Greater Victoria area who are residing at home;
- Dental services for retarded persons in the Greater Victoria area.

Glendale Lodge is operated by the Glendale Lodge Society, a nonprofit society registered under the British Columbia Societies Act. As part of Glendale Lodge, the society also operates three group homes, accommodating 25 severely mentally handicapped residents, in Victoria.

Table 122
Glendale, Resident Population, 1980-81 and 1981-82

Year	Admissions	Discharges	Resident Population at March 31
1981-82	93	99	312
1980-81	110	112	318

Table 123
Glendale, Expenditures, 1977-78 to 1981-82

Year	Expenditure
1981-82	$10,456,257
1980-81	10,105,353
1979-80	8,975,568
1978-79	8,579,857
1977-78	8,306,394

SECTION VIII

Legislation

Legislation

The Ministry of Human Resources administers the following legislation.

Ministry of Human Resources Act, RSBC 1979, Chapter 274.

This act establishes the jurisdiction of the Ministry of Human Resources over all matters relating to social and public welfare and income assistance.

Guaranteed Available Income for Need Act, RSBC 1979, Chapter 158, and Regulations (BC Regulation 476-76) and Amendments.

This act and regulations provide for essential financial assistance and social services for eligible individuals and families. The social services include day-care, homemaker services, residential care, counselling and rehabilitation services.

Adoption Act, RSBC 1979, Chapter 4, and Regulations (BC Regulation 278-78).

The purpose of this act is to provide the same rights and privileges for adopted children as for children born to parents in a family.

Child Paternity and Support Act, RSBC 1979, Chapter 49.

This act deals with the rights of children born out of wedlock and their mothers to financial support from the fathers of the children.

Family and Child Service Act, RSBC 1979, Chapter 119.

This act provides protection and care for children who are neglected, abused, abandoned, or living without proper supervision or guardianship.

Human Resources Facility Act, RSBC 1979, Chapter 185, and Regulations (BC Regulation 586-76).

This act and regulations authorize provincial grants to nonprofit organizations for the development of residential facilities or centres for children, disabled persons, and senior citizens.

Community Resource Board Act, RSBC 1979, Chapter 58.

This act empowers the government to establish Human Resource and Health Centres where the provincial income assistance programs, social services, and health services may be administered by boards composed of local citizens.

Social Workers Act, RSBC 1979, Chapter 389, and Regulations (BC Regulation 45-69).

This act permits the government to establish the Board of Registration for social workers.

Shelter Aid for Elderly Renters Act, RSBC 1979 (BC Regulation 411-78) and Amendments.

This act provides for payment of monthly cash assistance to eligible residents of the province who receive Old Age Security benefits and pay rent.

Residence and Responsibility Act, RSBC 1979, Chapter 364.

This act requires municipalities to contribute to the costs of specific social assistance programs for persons in need.